



Wheatley Care is committed to Equality and Diversity



Job Profile

Job details

Job title	Service Development Lead	Section	Care Management
Division	Wheatley Care	Report to	Head of Care
Grade	SCP 53-56	Professional registration	Not required
Disclosure level	PVG	Date reviewed	June 2020

Job summary

Wheatley Care is committed to service excellence and believes that through developing effective communication and trusting relationships with the people we work for, we can draw on life experiences to co-create individualised personalised services.

You will work within the principles of the Wheatley Care strategy, with particular focus on regarding supporting the people we work for to influence direction and development of Wheatley Care.

As Service Development Lead you will have responsibility for the external management of designated care services and the supervision, development and deployment of associated staff and resources. This will involve supporting, assisting, coaching and leading designated Management teams in ensuring that the services provided reflect the needs of people we work for and deliver on individual service specification.

You will take lead responsibility for developing new care and support opportunities, in line with the strategic objectives of the business. These include;

- Living Well / Older People
- Self-Directed Support (SDS)
- Traditional support services including homelessness and Alcohol Brain Related Damage

You will also be required to keep yourself informed of major developments across care services, in order to provide effective cover for colleagues on leave.

This will include:

Developing an understanding of the changing needs of the social care environment in relation to legislation, purchasers' requirements and emergent trends, and promoting Wheatley Care as a:

- Specialist support provider for a range of needs
- Centre of excellence for Care

You will also work with the Care Business Manager in preparing and submitting bids for new and existing work

You will meet regularly with the relevant Head of Care to evaluate the operational, financial and strategic management of existing and potential services.

Behaviours and competencies

Our Core Values

- Ambition
- Trust
- Community
- Excellence

We want our Service Development Lead to be able to demonstrate the following behaviours and competencies:

- Strong leadership and management skills
- A high level of resilience
- Ability to remove barriers that get in the way of delivering excellent stakeholder service and create an environment of trust
- Promote and support two-way dialogue with teams
- Innovative solution focussed approaches to challenges and opportunities
- Excellent communication and interpersonal skills
- Robust approach to risk management, promoting staff confidence in using their own initiative
- Self-awareness and self-motivation in realising your full potential
- Inspire others to achieve their full potential
- Excellent time management skills
- Computer literate
- Ability to take responsibility for your own learning and continuous improvement
- Ability to represent Wheatley Care and the Wheatley Group in a positive and effective manner
- Development and management of excellent performance results
- Build appropriate and effective networks, locally and Group-wide for the benefit of our communities

Person specification

Experience

Essential

- Leading and developing teams within a care setting across multiple local authorities
- Leading successful change management and service improvement
- Motivating staff and promoting a positive culture
- Sustaining positive purchaser/provider relationships across multiple local authorities
- Preparing Business Tenders and Leading Presentations
- Knowledge and awareness of the social enterprise sector
- Devising successful strategies for middle managers to challenge poor practice/performance, including attendance management
- Budget negotiations with purchasers situated in multiple local authorities and within housing, social work and health sectors
- Reviewing of budgets and highlighting anomalies to senior colleagues
- Preparing and presenting reports to senior staff/ board members
- Use of Quality Assurance Systems

Desirable

- Direct operational experience within the speciality of older people/ self-directed support/ Traditional support
- Policy Development
- Managing staff grievances

Qualifications

Essential

- Hold a SSSC recognised Leadership and Management Qualification; Leadership in Management in Care award or equivalent
- Hold, or commit to achieve within a reasonable timescale, a qualification in relevant field to at least degree level
- Demonstrate Continued Professional Development/post registration training

Desirable

- Post qualifying award in health/social care practice
- Management or Business Related Qualification

Other Essential

- Current Driving Licence
- Access to a car
- Ability to take part in the Organisation's on call service
- Ability to work flexibly, in response to business requirements

Job outputs	
Role output	Includes the requirement to
Clear and consistent leadership of staff	<ul style="list-style-type: none"> • Effectively line management of team members including performance management, offering support and supervision to develop positive cultures at services • Have oversight of effective and timely management of absence • Initiate investigations and disciplinary processes as necessary ensuring a timeous conclusion • Ensure operational managers support employee development through a personal learning framework which includes realistic and achievable development plans •
Develop and maintain a comprehensive understanding of the needs of local health and social care partnerships (HSCPs) and indicative requirements of Government in relation to emergent trends in social care provision	<ul style="list-style-type: none"> • Communicate and work effectively with purchasers, government and partner agencies to equip Care to be a key driver in delivering excellent services • Support designated communities of excellence to respond to HSCP needs • Communicate with the Head of Care regarding the commissioning and development of new services, ensuring systems are in place that enable new developments to progress timeously, satisfactorily and within budget • Work with the Care Business Manager to proactively review the external environment, monitoring trends and carrying out regular competitor review to identify developments in practise and opportunities for innovation and growth
Agree objectives for the short and medium term with Head of Care, based on the strategic aims of Group Strategies	<ul style="list-style-type: none"> • Devise work plan for designated area of responsibility • Effectively communicate strategic requirements of the business to managers, ensuring these are cascaded to all staff • Lead on service planning forums • Take forward elements of delivery from Group strategies for Care, as assigned by Head of Care
Efficient and well managed work processes across the speciality	<ul style="list-style-type: none"> • Demonstrate value for money delivered on all outputs • Carry out quarterly analysis of potential cost reductions ,efficiency savings and income generation within designated area/services
Compliance with professional, regulatory, statutory and corporate requirements	<ul style="list-style-type: none"> • Comply with all requirements for maintaining professional qualifications • Comply with, and implement, all Care and Wheatley Group policies and procedures • Act ethically and with integrity
Develop and maintain positive working relationships with key individuals in local authorities, other voluntary organisations and other potential partners	<ul style="list-style-type: none"> • Network, build and maintain strong effective relationships internally and externally, which contribute to the organisation's reputation for excellent service delivery and opportunities for growth • Represent Wheatley Group and relevant subsidiaries externally in connection with commercial activity development with purchasers and prospective purchasers of care services • Represent Wheatley Group and relevant subsidiaries externally by participating and contributing to local, regional and national events and fora
Head the Approved Providers List process for your area of speciality	<ul style="list-style-type: none"> • Keep up to date with, and contribute to, purchaser planning strategies in order to identify opportunities for development • Coordinate resources to ensure the organisation maintains its Approved Provider status

Prepare regular reports for Wheatley Care's Board	<ul style="list-style-type: none"> • Prepare and present high quality reports to the Care Board and other relevant leadership groups on performance matters, policy, strategy and operational matters of a significant nature
Have responsibility for income generation, staff attendance, satisfaction and regulatory grading improvement initiatives	<ul style="list-style-type: none"> • Lead working groups comprised of colleagues across group delivering on key targets for <ul style="list-style-type: none"> ○ Income generation ○ Staff attendance ○ Satisfaction levels ○ Care Inspection grading
Reporting to the Head of Care; respond to business opportunities within the Organisation's core markets	<ul style="list-style-type: none"> • Risk assess/manage potential tenders or new work opportunities • Coordinate high quality submissions, proposals and applications for income generation and new projects • Report on feedback from tender responses and participate in learning within the team • Liaise with Wheatley Communications Team to devise and oversee production on regular e-bulletins and materials aimed at potential new purchasers/ legislators • Work with the Care Business Manager to enable them to actively promote and retain current services and to recognise and develop business opportunities as they arise • Support management teams to carry out business planning for services, including competitor analysis and marketing, to ensure Care services are well planned, fit for purpose, financially viable and deliver excellent outcomes for the people we work for
Clear and consistent leadership of staff	<ul style="list-style-type: none"> • Effective line management of team members including absence, disciplinary and performance management • Employees supported through learning and development and completion of development plans • Clear communication to employees of relevant organisational, divisional and team aims and initiatives
Achievement of agreed targets for the Team	<ul style="list-style-type: none"> • As agreed through the My Contribution process
Efficient and well managed work processes across the function	<ul style="list-style-type: none"> • Value for money delivered on all outputs • Annual cost reductions and efficiency savings met within workstream
Ensure compliance with professional, regulatory, statutory and corporate requirements	<ul style="list-style-type: none"> • Comply with and implement all Wheatley Group policies and procedures • Act ethically and with integrity • Have a sound knowledge of the Health and Social Care Standards for services and ensure these are met at all time • Ensure managers have knowledge and awareness of and comply with the relevant Health and Social Care Standards and SSSC Codes of Practice

Additional Duties	<p>Take part in on call services for Care.</p> <p>It is in the nature of the work that tasks and responsibilities are, in many circumstances, not routine and are variable.</p> <p>All staff are therefore expected to work in a flexible way when the occasion arises and tasks, which are not specifically covered in the job description, have to be undertaken. This job description outlines the main tasks in relation to these services; however, this list is not exclusive. Should there be significant change to the duties of this post; the job description will be updated in consultation with affected members of staff.</p>
-------------------	---

Interdependencies

- People we work for/tenant's/service users
- Managing Director of Wheatley Care
- Head of Care
- Co-ordinating Management Team Wheatley Care
- Care Services Innovation and Improvement Manager
- Care Business Manager
- Health and Wellbeing / Livingwell Managers
- Health and Social Care Partners
- Purchasers
- Health Personnel
- Care Inspectorate
- Scottish Social Services Council/Nursing and Midwifery Council
- External Partners and RSLs
- Umbrella and Professional Bodies i.e. CCPS, Scottish Care
- Wheatley Group Area Directors
- Wheatley Group HR Team
- Wheatley Group Finance Team
- Wheatley Group Communication Team
- Wheatley Group Research and Development Team
- Wheatley Group Assurance Team
- Wheatley Group Health and Safety Team
- Wheatley Group IT Team
- Wheatley Group Learning and Innovation Team
- Academic Institutions