Job Description and Person Specification

Role: Manager Adult Services (Day Opportunities) – The Hamlet Centre Trust

Purpose of the Role: To lead and support the provision of day opportunities and activities for Hamlet Users at our Adult Service sites. To deputise for the Senior Adult Services Manager in periods of absence, planned or unplanned. To lead the team of Team Leaders, Coordinators, Support Workers and Volunteers ensuring that all legal obligations and requirements are met on a day-to-day basis. To ensure that the highest standards of care are adhered to at all times. This will include admissions, terminations and overseeing the planning of a programme of activities for Hamlet Users. To ensure that records of Hamlet Users are maintained, and information shared with appropriate staff / parents / other professionals as required. To carry out formal supervision and appraisals of staff. To induct new staff and carry out probations. To induct, oversee and supervise student placements.

All Hamlet Users attending deserve the best experience that we can offer in a warm and safe environment. Hamlet Users must have a sense of belonging, of being welcome and grow in confidence and self-esteem. The Manager will provide person centered support, independence, choice, integration and inclusion in the community when planning day opportunities.

The role of the Manager Adult Services is shared between two members of staff, each taking the lead for a site and some additional lead roles related to different aspects of the work. The Manager will be expected to cover the opposite site in the event of the other Managers absence. The effectiveness of the role will depend on good communication and sharing of knowledge of all aspects of the service.

Responsible to: Senior Adult Services Manager and ultimately, the Chief Executive Officer.

Management Direct Reports: Team Leaders, Activity Coordinators, Health Care Coordinators, Behaviour and Communication Coordinator, Support workers, Lunchtime Assistants, Volunteers and Students on Placement.

Location: This role is primarily based at the Adult Centre's, either at Marion Road or Ella Road.

Working Hours: A full-time role is based on a 36-hour working week, typically worked Monday to Friday. Part-time working hours will vary according to organisational needs. Flexibility is essential, as the role may require working outside of standard hours to attend meetings, events, and meet operational requirements.

The Hamlet Charity,
Johnson Place, Norwich,
Norfolk, NR2 1SJ

T 01603 766566
E admin@thehamletcharity.org.uk
W www.thehamletcharity.org.uk

The Hamlet Centre Trust is a charity and a company limited by guarantee, registered in England and Wales.
Company No: 2518973 Charity No: 1000653 Registered Office: The Hamlet Charity, Johnson Place, Norwich, NR2 1SJ.

Key Responsibilities

Teamwork and Partnership Working

- Day to day management of the Adult Services – Day Opportunities.
- Be responsible for a staff rota that ensures each day / activity is staffed by an appropriate number of suitably experienced and trained staff and within budget.
- Monitor staff hours and sickness ensuring that records are kept accurately and liaise with the Senior Adult Services Manager if there are any concerns.
- To carry out formal supervision and appraisal of staff
- To induct new staff and volunteers and complete all associated paperwork.
- To support staff to complete training as required.
- Oversee the timetabling of a range of activities ensuring that they meet the needs of the Hamlet User, as described in support plans and in discussion with the Hamlet Users, parents/carers and other professionals as necessary.
- Ensure Staff and Volunteers are fully aware of the social, learning, medical and dietary needs of Hamlet Users in their care.
- Ensure that Staff responsible for any care or medical procedures have been trained and passed as competent to carry out such procedures.
- Lead on the allocation of new Hamlet Users, transition and leaving the service in collaboration with the Senior Adult Service Manager
- Identify and liaise with Training Coordinator with regard to training needs once these have been agreed by Senior Adult Service Manager.
- Ensure there is effective communication and emotional support with the parents/carers.
- Work in partnership with statutory and other voluntary agencies.
- Discuss any plans for expenditure with the Senior Adult Service Manager.
- Sign off staff expenditure in line with the budget.

The building and environment

- Responsibility for ensuring that the Centre is kept safe and ensuring the building is secure. Locking and unlocking, including the setting / deactivation of alarms as required or allocating someone this responsibility.
- Support the staff to maintain equipment and resources at all times and remove any damaged or faulty equipment.
- Communicate any maintenance or equipment needs to the Quality Assurance and Compliance Coordinator and the Senior Adult Service Manager.
- Ensure that all Hamlet Centre policies are adhered to and made available to staff / volunteers.
- Ensure that the team complies with health and safety including following risk assessments, fire safety and have practice in this.
- Oversee Safer Food compliance as well as any other health andsafety requirements.

The Hamlet Charity,
Johnson Place, Norwich,
Norfolk, NR2 1SJ

T 01603 766566
E admin@thehamletcharity.org.uk
W www.thehamletcharity.org.uk

The Hamlet Centre Trust is a charity and a company limited by guarantee, registered in England and Wales.
Company No: 2518973 Charity No: 1000653 Registered Office: The Hamlet Charity, Johnson Place, Norwich, NR2 1SJ.

Staff and Volunteers

- Support and encourage staff and volunteers to be a positive role model.
- Inform the Senior Adult Services Manager of any issues concerning staff or volunteers with regard to their work practice.
- To complete payroll for staff, you are responsible for and report any changes in pay/contracts or details to HR.
- Reporting to finance any expenses and keeping spreadsheets up to date.
- Attend training as required by the Hamlet Centre Trust and identified through supervision systems.
- Encourage and support training and continued professional development for all staff. Coordinate with the training team and Senior Adult Services Manager to ensure staff have the correct training and are given the opportunity to improve their skills.
- Promote effective working relationships between all staff and volunteers and ensure that regular briefing and debriefing meetings are held, contribute to end-of-day meetings and staff meetings as required. Make sure meetings have minutes and these are shared with staff.
- Carry out supervisions, appraisal and probations for all staff and communicate with the HR team accordingly.
- Ensure that staff needs, concerns, and wellbeing issues are identified, addressed, and appropriately supported.
- Keep accurate records in relation to sickness and absence management.
- Share The Hamlet's vision and take steps to support the team to engage and move towards the strategic plan.

Hamlet Users

- To be responsible for and to support staff to protect Hamlet Users from harm. Act as a Safeguarding Lead and be responsible for reporting any concerns about Hamlet Users safety or welfare according to the NCC Safeguarding Vulnerable Adults Policy and to keep the Senior Adult Services Manager up to date.
- To keep up to date with any changes to Hamlet Users' health and wellbeing.
- To oversee any aspects of care that are needed while Hamlet Users are receiving our service.
- Be able to manage and de-escalate situations involving challenging behaviours.
- Ensure that you fully understand the medical and dietary needs of Hamlet Users attending the service.
- Support the Senior Adult Services Manager to plan and develop creative ways of delivering the service to meet the changing and developing needs of existing and future Hamlet Users and their families.
- Attend meetings related to the Hamlet User.

The Hamlet Charity,
Johnson Place, Norwich,
Norfolk, NR2 1SJ

T 01603 766566
E admin@thehamletcharity.org.uk
W www.thehamletcharity.org.uk

The Hamlet Centre Trust is a charity and a company limited by guarantee, registered in England and Wales.
Company No: 2518973 Charity No: 1000653 Registered Office: The Hamlet Charity, Johnson Place, Norwich, NR2 1SJ.

- Complete Core Assessments for new Hamlet Users and communicate with current provision and involved professionals.
- Manage transitions for Hamlet Users into or out of the service.
- Ensure all records are kept on Access to ensure consistency of support.
- Support the Team Leader to manage complex health needs and react to urgent, complex and sensitive situations in a calm and focused manner.

Management and Records

- Be responsible for the maintaining of records as required by The Hamlet Centre Trust and to support Norfolk County Council / Continuing Healthcare commissioning.
- To support and oversee the role of the Team Leader and Coordinators to ensure that the needs of all Hamlet Users are met.
- Assist, as required, in the production of records, reports and data as required by funders, trustees or others.
- Operate all sessions with regard to the policies and procedures of The Hamlet Centre Trust.
- Keep the Senior Adult Services Manager informed of all significant developments and/or events that you are responsible for.
- Have regular supervision and appraisal with the Senior Adult Service Manager.
- Deputise for the Senior Adult Services Manager during periods of absence or leave, providing day-to-day leadership to ensure the smooth running of the service.
- Support in the recruitment and induction of staff.
- Engage with visitors, prospective Hamlet Users, parents/carers and Trustees visiting the service in appropriate ways.
- Work with other Hamlet Charity staff to ensure the smooth running of the service.
- Oversee the staffing and resources part of the budget in conjunction with the Senior Adult Service Manager and keep records up to date.
- Work on the floor if required to support staff.
- In the event of the service being closed early ensure that all Hamlet Users are safely transported to their accommodation before leaving and that someone is at home to receive them.
- Prioritise continued professional development to ensure up to date knowledge and skills.
- Attend management meetings to share information and provide / receive support from the management team.

Professional Practice and Development

- Willingness to undertake training as required for the role.
- The post holder is a representative of The Hamlet Centre Trust and must consider appropriate dress and conduct.
- Act as a role model to all staff and volunteers.
- Any other reasonable task which may be necessary from time to time.

The Hamlet Charity,
Johnson Place, Norwich,
Norfolk, NR2 1SJ

T 01603 766566
E admin@thehamletcharity.org.uk
W www.thehamletcharity.org.uk

The Hamlet Centre Trust is a charity and a company limited by guarantee, registered in England and Wales.
Company No: 2518973 Charity No: 1000653 Registered Office: The Hamlet Charity, Johnson Place, Norwich, NR2 1SJ.

- Be willing to undertake further training if required for the role.

Person Specification

Education and Qualifications

Essential

- GCSE Math's and English at Grade 4 and above or Equivalent.
- A relevant vocational qualification in Health and Social Care or other relevant field to at least Level 4 or willing to work towards.

Desirable

- Level 5 diploma in Health and Social Care and above or an equivalent relevant leadership qualification.
- Current First Aid certificate and Driving Licence.

Knowledge and Experience

Essential

- A detailed knowledge and awareness of Safeguarding Vulnerable Adults.
- Able to demonstrate the skills necessary to motivate, encourage, organise, lead and supervise the staff team in a professional manner in a busy working environment with adults, each with unique care and learning needs.
- The ability to work effectively within a complex team.
- A high standard of written and spoken English and the ability to carry out administration duties and evidence of this.
- Be prepared to use the skills you have, and demonstrate an enthusiasm and energy to join in, get involved.
- An understanding of the experience of disabled people and their families and an appreciation of the barriers to inclusion that they may face.
- A demonstratable ability to communicate to a range of people and abilities.
- An ability to be flexible, adaptable and calm to a changing environment.
- A level of health and fitness to work in a physically demanding work environment that involves manual handling and operating machinery including hoists.

Desirable

- Experience of effectively managing a budget.
- Experience previous experience in leadership role or managing teams.
- Experience of working with people with disabilities, including autism and complex health needs.
- Experience of working with people who have challenging behaviours.

The Hamlet Charity,
Johnson Place, Norwich,
Norfolk, NR2 1SJ

T 01603 766566
E admin@thehamletcharity.org.uk
W www.thehamletcharity.org.uk

The Hamlet Centre Trust is a charity and a company limited by guarantee, registered in England and Wales.
Company No: 2518973 Charity No: 1000653 Registered Office: The Hamlet Charity, Johnson Place, Norwich, NR2 1SJ.

Skills and Attributes

Essential

- Ability to confidently use emails, smart phones and tablets to find and share information appropriately.
- Excellent planning and organisational skills.
- Excellent problem-solving skills.
- Decision making skills.
- I.T. Skills.
- Effective time management.

Desirable

- Coaching and mentoring skills.

Personal Attributes

- Commitment to The Hamlet's mission, values, and inclusive ethos.
- A positive and professional approach to work.
- Integrity, resilience, proactive and able to work under pressure.
- Collaborative empathetic and people-focused leadership style.
- Self-motivated, enthusiastic and creative attitude.
- Ability to work independently, as well as with a team.

The Hamlet Charity,
Johnson Place, Norwich,
Norfolk, NR2 1SJ

T 01603 766566
E admin@thehamletcharity.org.uk
W www.thehamletcharity.org.uk

The Hamlet Centre Trust is a charity and a company limited by guarantee, registered in England and Wales.
Company No: 2518973 Charity No: 1000653 Registered Office: The Hamlet Charity, Johnson Place, Norwich, NR2 1SJ.