



Job Description

Job Title: Community Services Manager

Department: Community Services

Primary Objectives:

To oversee the operational delivery of Vista's suite of community services in line with contract requirements; and develop new services in line with identified need and funding opportunities

Main Duties:

Services (operations)

- Oversee performance of existing services against contract requirements
- Monitor performance outputs against targets, investigate underperformance and determine steps to resolve
- Report to commissioners quarterly, and report on performance to Vista's Leadership Team and Trustees
- Represent Vista at contract compliance meetings with commissioners
- Represent Vista at complex case reviews with external agencies
- Ensure services fulfil commissioners' expectations (local authorities, health, non-statutory funders) and that services funded via Vista's own charitable fundraising are effective and value for money

Services (development)

- Seek views of service users on ways of meeting their needs/aspirations
- Analyse local and national evidence of need that may be addressed by new services
- Identify new ways of meeting needs expressed by service users and develop these into bids for funding

- Seek new tender and funding opportunities and evaluate feasibility
- Oversee implementation of new services

Team Management

Line manage a team of service coordinators, including hiring, performance management, ensuring learning needs are identified and met

Facilities Management

Be responsible for the Community Services Department administrative building including fire safety, premises health and safety, building security

Resources

a) People

- Responsible for hiring, performance management, and learning and development of range of staff in varying services
- Responsible for external contractors when on site
- Point of contact for service users, families and professionals
- Volunteers
- Responsible for attending external meetings / forums on behalf of Vista

b) Financial

- Planning & accountable for service budgets up to £1.2m
- Responsible for monitoring service expenditure against management accounts

c) Non-financial

- Responsible for Community Services administrative building

d) Special Factors

- Member of operations managers group
- Liaises with a wide range of partners locally & nationally

Additional responsibilities

- 1) To ensure activities comply with current law
- 2) To operate within the law at all times, with particular reference to health and safety; safeguarding; equality and data protection legislation
- 3) To work flexibly, including additional hours from time to time to meet the needs of the job, and some unsocial hours working

Prepared by: SP/NR

Date: 03/03/2017

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification

Criteria	Essential	Desirable	How Identified (e.g. form, interview, test)
Qualifications & Training	Level 3 qualification in Health and Social Care or Management	Level 4 qualification in Health and Social Care or Management	Application form
Experience	Experience of managing social care services or similar Experience of working with people who have disabilities Experience of staff management Experience of collaborating with external partners and stakeholders Experience of monitoring performance against key performance indicators	Experience of working with people who have a sight loss Experience of managing volunteers	Application form and interview

	Experience of cost centre management		
Skills & Knowledge	<p>Knowledge of relevant legislation and policy relating to health and social care</p> <p>Able to use MS Office (Word, Outlook, Excel, Powerpoint) sufficiently for role</p> <p>Excellent verbal and written communication skills</p> <p>Able to work on own initiative & plan work loads</p>		Application form and/or interview
Personal Qualities	<p>Able to work to deadlines</p> <p>Committed to continuous professional development</p> <p>Able to communicate appropriately at all levels of the organisation and with external stakeholders</p>		Application form and interview
Other	<p>Able to work occasional evenings and weekends</p> <p>Able to travel to locations in Leicester, Leicestershire and Rutland on a regular basis</p>		Application form and interview