

Caia Park Partnership Ltd
Deva House Service Manager

Job Description

January 2024

1. **POST TITLE:** Deva House Service Manager
2. **RESPONSIBLE TO:** Caia Park Partnership Senior Manager
3. **RESPONSIBLE FOR:** Cook, Cleaner, Drivers, Care Assistants, Volunteers and Work Placements
4. **LOCATION:** Deva House, Deva Way, Wrexham
5. **REMUNERATION:** £24,835 per annum
6. **HOURS OF WORK:** 30 hours per week, between the hours of 8am to 4pm with some flexibility for occasional evening or weekend events
7. **SALARY & BENEFITS:** 25 days annual leave per year plus 8 days public holidays
2% contribution to HSBC Stakeholder Pension if matched by employee contribution
8. **MAIN PURPOSE OF POST:** To manage the day care and meals -on- wheels service at Deva House Day Centre, ensuring that it effectively meets the assessed needs of its service users.
9. **MAIN AREAS OF RESPONSIBILITY:**

Management of Deva House Older People's Centre

To manage the provision of the day care and meals-on-wheels service at Deva House Day Centre, ensuring that it effectively meets the assessed needs of service users.

To work with partner agencies to bring services into the Centre in response to need.

To manage the overall transport needs of the service.

To arrange for the day-to-day maintenance and repairs of the building, ensuring that it is in safe repair and high levels of cleanliness are maintained throughout.

To develop new services for older people in response to identified needs by tendering for contracts or applying for grant funding

Daily/weekly management of finances-book keeping, petty cash and raising of invoices.

Daily procurement of food supplies.

Manage Health & Safety.

Provide hands on support with:

1. Transport (driving minibus)
2. Service user personal care
3. Cooking
4. Cleaning

To network with other relevant workers and agencies to ensure the sharing of good practice and continuing improvements in the delivery of services at the Centre.

Staff and resource management

To provide line management to staff at the Centre through regular supervision and appraisal

To ensure that high standards of care and professional practice are maintained and that staff are appropriately trained

To provide day-to-day supervision and support for staff at the Centre allocating duties to meet the assessed needs of service users and arranging cover where needed

To be responsible for the management of the budget of the Centre, working within the procedures of Caia Park Partnership

To be responsible for ensuring that all staff and volunteers at the Centre follow established policies and procedures such as Health and Safety, and to develop policies and procedures as necessary to ensure that the service meets the needs of service users

To maintain well ordered administrative records for the Centre, including records relating to service users, and to ensure that appropriate monitoring and evaluation is undertaken

10. OTHER DUTIES (COMMON TO ALL POSTS):

1. To ensure that equality is integral to the Partnership's work and to ensure that the needs of all marginalised groups are fully recognised in all aspects of its work

2. To take all necessary steps to be familiar with the Partnership's Health and Safety Procedures, taking due regard for the health and safety of yourself, colleagues and visitors to the Partnership
3. To work with other Partnership team members, to attend staff meetings, supervision, trustee meetings and other activities as appropriate
4. To produce a work plan, provide progress reports, and to undertake monitoring as required
5. To undertake training as appropriate
6. To undertake other duties as required that are in line with the main duties and responsibilities of the post

Caia Park Partnership Ltd

Person Specification
Deva House Service Manager
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When completing your application form, please tell us how you fulfil each of the criteria below. You may relate this to paid or voluntary work you have done.

	How Measured
QUALIFICATIONS	
NVQ Level 4 in Care or equivalent	A,C
Clean Driving Licence with category D1 Entitlement	A,C
EXPERIENCE	
Experience of assessing needs	A,I,
Over 2 years' experience of driving	A,I
Experience of managing a service in response to identified needs	A,I
Experience of working in partnership and networking with other agencies to deliver and promote services	A,I
Experience of managing and developing staff and dealing with personnel related issues, i.e. supervisions, disciplinaries etc	A,I
Experience of managing and monitoring a budget	A,I
SKILLS AND KNOWLEDGE	
An understanding of the needs of older people including those with mental health/dementia related issues and their carers	A,I
An understanding of the importance of working within agreed policies and procedures	A,I
An understanding of the importance of confidentiality	A,I
An understanding of Health & Safety and implementing good practice	A,I
Good organisation skills including ability to plan own workload and that of others and to provide progress reports	A,I
Ability to communicate effectively with people, verbally and in writing	A,I
Ability to establish and develop services in response to need	A,I
Ability to interview people with sensitivity to individual needs	A,I
Ability to handle difficult situations	A,I
Ability to work effectively in a team	AI
Ability to monitor a service, evaluate its effectiveness and adhere to the contract specification	A,I
Ability and commitment to maintaining the provision of a high quality service	A,I

GENERAL	
Willingness to undertake training as necessary	A,I
A commitment to applying equal opportunity practices in all aspects of service provision	A,I
An understanding of the importance of Welsh language and culture	A,I

HOW MEASURED: **C**=Certificate **A**=Application form, **I**=Interview