The Meath
Epilepsy Charity
Recognising Ability

SERVICE MANAGER

Salary: Up To £39,850 per annum.

Excellent benefits: Enhanced holiday & sick pay, free on-site parking, healthcare cash back scheme, free on-site gym, free meals on duty.

Overview: The Meath supports people with learning disabilities to live fulfilling lives. The Service Manager helps ensure that people receive safe, compassionate and person-centred support across that service, and that staff are guided, supported and equipped to deliver high-quality care.

Job Purpose: To oversee the service and team in the effective running. The post holder will help coordinate staff, maintain safe staffing and medicines arrangements, promote safeguarding, respond to incidents and emergencies, and ensure that people's individual needs and routines are respected.

What we offer:
You will be entitled to an excellent benefits package and enjoy a great working environment and practices:

- Excellent salary - up to £39,850 per annum.
- 25 days annual leave (plus bank holidays)
- Generous pension scheme – employer 7% contribution / employee 5% contribution.
- Health policy (cash back policy for optical, dental, therapy treatments & consultations).
- Free on-Site Gym
- Godalming station less than 5 mins walk away / free car parking on-site.
- DBS free of charge.
- Free on-site parking.
- Discounted/free food.
- Enhanced company sick pay.
- Employee referral programme

Your duties as a Service Manager, will include, but not be limited to:

- In addition to the duties performed by a Support Worker/Senior Support Worker, will manage & organise the team, taking charge of the rota to ensure your unit is properly staffed at all times.
- To coach and manage Senior Support Workers, Support Workers, including their appraisals, supervisions and induction where appropriate.
- Ensure that training of all staff is up to date, and they are able to demonstrate understanding.
- Support and assist in the implementation of management decisions. Peer support and buddying when needed.
- Encourage communication: promote an open environment for discussion providing the opportunity for constructive feedback.
- Administer buccal midazolam, diazepam, analgesic and other prescribed "required need" medication.
- Take charge of The Meath services you are assigned to in an emergency and if necessary, carry out an evacuation of The Meath services in case of fire or other major incident

- Maintain paperwork required under legislation, e.g. CQC inspection requirements, MCA, DOLs and Safeguarding.
- Maintain high-quality standards and ensure health and safety compliance
- To be conversant with and implement The Meath policies and procedures for fire, emergencies, missing persons, accidents, handling and checking of drugs and of the health & safety at work policy.
- Lead team meetings and resident meetings in the absence of the Registered Service Manager.
- Lead by example in all you do and be a champion for the middle management team when cascading information.
- Provide information, advice, and support to residents' families. Ensure you communicate well while maintaining the privacy of the residents.
- Organise activities for residents and actively promote their independence.
- Work on shift across the services in your group to mentor and support residents and staff.
- Ensure you know all The Meath's electronic systems such as our HR system to be able to assist others on how to use these apps.
- To undertake the responsibility to complete and report safeguarding matters and notifications to CQC in the absence of the Registered Service Manager.
- Prepare your teams for an inspection from CQC.
- Be the Key Liaison between the residential services and SEC ensuring communication between the departments monthly.
- Attend and participate in relevant training and come forward if there is anything more your team could be trained in to develop them.

The duties and responsibilities outlined above do not represent a full list of the tasks the post holder will be expected to perform. Other tasks may be required for the proper performance of the job and any other related tasks.

Essential:

- To be able to communicate clearly with the general public, trustees, Professional bodies, and all other parties on behalf of The Meath both written and verbal.
- Knowledge and experience using Microsoft programmes and outlook calendars.
- Must hold an appropriate health & social care qualification, minimum QCF Level 3, and willing to undertake level 5, if not already completed.
- Understanding of the Fundamental Standards and Quality Statements.
- Knowledge of the safeguarding regulations and required notifications to CQC
- Experience in managing and developing staff teams.
- Experience with MCA and DOLs
- Demonstrate loyalty, flexibility, honesty and commitment to Meath
- Taking responsibility and being accountable always
- Able to refer staff to the relevant policy e.g. in the event of a query, or during induction training
- Be aware of the requirement and importance for a high degree of confidentiality with regard to service users and staff
- Must be self-motivated, patient and compassionate

Desirable:

- Understanding of CQC requirements in the event of an Inspection.
- 2 years previous experience in developing teams to a high standard and achievement level
- Driver with full, clean License
- QCF 4 or 5 and previously been a Deputy or Assistant Service Manager.
- Experience in investigations, disciplinaries and grievances. ER issues

Inclusivity & Diversity: We recognise that all our colleagues are uniquely different and bring their own originality creativity, and identity to work. We encourage people from all backgrounds to be part of our charity in supporting our inspirational residents.

Our values are embedded into our culture here at The Meath, designed by our team, and how we live our every day:
We are **COLLABORATIVE** – We are trusting, We achieve more together, We communicate
We **CARE** – We are person-centred, We are respectful, We are skilled & knowledgeable
We are **PROUD** – We work as a team, We take pride in the people that we support, We take pride in our community
We are **INCLUSIVE** – Everyone is important, Everyone has a voice, Everyone is welcome
We **EMPOWER** – We are creative, We are positive, We support individual development & achievement