

2Care

Job Description

Operations Manager

Reporting to

- Operations Director

Purpose

- Ensure 2Care's services are provided in line with its stated Values, Models of Service, and to the standards set within 2Care's accredited policies and procedures.
- Ensure relationships with external and internal stakeholders enable delivery of support to service users that is personalised, effective, safe and of the highest quality.
- Provide high quality management support to all 2Care unit managers to ensure the highest standards of support and care are provided, in line with current legislation, best practice and company procedures.
- Ensure all communication supports the strategic aspirations and key messages of 2Care.
- Contribute to the wider development and overall success of 2Care through pro-active work with the senior team, strong leadership as well as commercial and financial awareness.

Principal responsibilities

Operational delivery

- Ensure and evidence service delivery against 2Care's agreed standards
- Ensure delivery of agreed business objectives including revenue
- Ensure all records are fully maintained including all those required by 2Care and under current legislation
- Ensure that delivery of outcomes can be evidenced and that all complaints or concerns are fully and swiftly investigated and resolved
- Ensure services are fully networked into their local services and that each unit has a marketing plan that delivers agreed business objectives.
- Ensure and evidence that services are delivered safely including the development and monitoring of appropriate support plans and risk management plans for individuals.
- Work flexibly and in cooperation with all other departments to ensure that services are delivered consistently and to the highest standards.
- Provide expert guidance on support matters for service users with complex needs.
- Ensure that all service users are accepted into services following robust assessment in line with 2Care's agreed policies and Models of Service.
- Active involvement in drafting tender material when required.

Financial

- Ensure all purchase contracts are appropriately negotiated and that delivery is then monitored against these.
- Invoice approval and monitoring of expenditure against budget.
- Annual business plan and budget.

Staff management

- Motivate and support unit managers to achieve agreed business objectives by setting clear expectations, outlining objectives and defining clear areas of responsibility.
- Support managers to develop and deliver individual business plans that support 2Care's overall business objectives.
- Provide regular supervision and line management to unit managers using 2Care's approved systems.
- Undertake monthly monitoring of services ensuring compliance of delivery against appropriate legislative standards and 2Care's own policies and procedures.
- Ensure that a culture of continuous improvement and high standards is promoted and achieved.
- Work with the unit managers, human resources and learning and development teams to ensure appropriate recruitment, retention and development of staff.
- Ensure unit managers provide appropriate and clear line management, performance management and development of all unit staff.
- Undertake or support unit staff with staff investigations and disciplinary hearings.

Communication and information

- Develop and maintain productive working relationships with all Central Office team members as well as with their line manager.
- Ensure developments and changes in the wider social care field are effectively communicated to the central team and unit teams.
- Provide input as appropriate to the development of 2Care's strategic and Business Plans.
- Provide reports and updates to the Senior Management Team and 2Care's Council as required.
- Ensure effective communication between all key stakeholders.
- Ensure full and effective record keeping within the Operations Department, interdepartmentally where necessary, and at 2Care units.
- Ensure 2Care's internal systems for monitoring any accidents and incidents is maintained fully.
- Undertake departmental audits as required.
- Co-ordinate and participate fully in managers meetings.

Other responsibilities

- Participate in the Central Office senior on call rota.