



JOB DESCRIPTION & PERSON SPECIFICATION

SUPPORT SERVICES MANAGER

History of Parkside

Parkside is a registered charity based in Aldershot and Farnborough that provides support services for children and adults with learning disabilities living in the local area, covering both Hampshire and Surrey. It was founded in 1963 by a group of parents who realised that the support for families who had children with special needs was limited

Parkside's Aim

Parkside's aim as a charity is to give both children and adults the opportunity to develop their individual skills and take part in activities within the local community. Needs can vary from requiring support to socialise with friends, to participating in leisure activities, meeting new people, developing life skills and providing respite for other family members. By reaching out into the community, Parkside aims to develop and strengthen its links with local people and organisations, creating opportunities for everyone to be involved and included.

What are our Values?

Our Values are important at Parkside because they help us to focus on how we want to grow and develop. They help us create the future we want our Service Users to experience.

Core Values:

Integrity – We always expect the highest standards of honesty and behaviour from ourselves. We never compromise our reputation and always act in the best interests of people with a learning disability.

Respect – We respect and value every person with a learning disability and we embrace the diversity of individual needs.

Accountability – We take responsibility for using resources efficiently, achieving results and being accountable to supporters and service users.

Ambition – We are demanding of ourselves and our colleagues, we set high standards and goals. We are committed to meeting individual needs by listening and responding to our service users.

Collaboration – We actively enable and empower our service users by raising awareness in the local community, working in partnership with others and encouraging and facilitating inclusion.

Creativity – We are open to new ideas; we embrace change and take measured risks in order to provide innovative and progressive services.

JOB TITLE:	SUPPORT SERVICES MANAGER
RESPONSIBLE TO:	PARKSIDE TRUSTEES
PURPOSE OF THE JOB:	To manage the provision of services which support adults and children with learning disabilities. To ensure that Parkside provides a range of services which can offer support for individuals at all levels of need and ability. To raise awareness within the local community which encourages acceptance and inclusion by ensuring service users access community facilities and are a visible presence.
MAIN AREAS OF WORK:	The work will be to develop and manage services which meet individual service user needs, wishes and aspirations. This will include them accessing a range of activities both on site and in the community and developing life and social skills. To offer support with daily living skills, promoting independence and empowering individuals. Providing work experience opportunities which offer training and develop skills and confidence.

MAIN DUTIES (within all areas of work):

- Regularly monitor and review all services and identify any gaps in service provision either within Parkside or locally.
- Ensure that all support services provided by Parkside are managed in accordance with the policies, procedures and code of conduct as set by the Board of Trustees.
- Develop and manage services which meet the requirements of any contractual agreements for funding from local authorities.
- Work and liaise with the Development Manager to ensure that Parkside meets all daily operational requirements.
- Keep up to date with relevant legislation and ensure services meet the requirements of any regulators, for example CQC.
- Regularly review and monitor services to ensure that we are meeting our service users' individual needs and aspirations.
- Recruit and train sufficient managers, support staff and volunteers to ensure adequate staffing levels on all services.
- Liaise with Social Services, Health Professionals and other outside bodies in respect of individual service users and services provided.
- Provide support and direction to Deputy Managers, individuals and staff teams.
- Ensure that staff meet all mandatory training requirements and receive adequate training to fulfil their role.
- Facilitate regular staff meetings.
- Attend Trustee and Senior Management meetings and provide reports on all services.
- Work flexible hours which may include some evenings and/or weekends.
- Carry out Annual Appraisals for all support staff
- Always represent and promote Parkside Services.
- Participate in all training requirements and undertake any other duties as reasonably requested by the Trustees.

Person specification

Factors	Essential	Desirable
Qualifications		
NVQ Level 3 in Health and Social Care	y	
NVQ Level 5 Diploma in Leadership and Management		y
Experience		
Significant experience of managing learning disability services for adults and children	y	
Ability to identify future service needs and develop services to support this	y	
Demonstrable ability for partnership working with a range of external organisations such as Social Services and Health Professionals in respect of individual service users and services provided.	y	
Monitoring services to ensure that the organisation is meeting service users' individual needs and aspirations and identifying any gaps	y	
Ability to demonstrate providing senior leadership to a team	y	
Managing staff performance, appraisal and training, and providing support and development opportunities	y	
Ability to work effectively with Trustees / executive leadership	y	
Providing/developing work experience opportunities for service users	y	
Ability to communicate effectively within the local community to raise awareness	y	
Skills & knowledge		
Good organisational skills and attention to detail	y	
Evidence of continuing professional development	y	
Understanding of contractual agreements for funding from local authorities	y	
Up to date knowledge of relevant legislation and CQC requirements	y	
Well-developed communication skills with the ability to communicate in difficult situations	y	
Good writing skills, including report writing	y	
Ability to maintain a high quality of service within a social care setting	y	
Values and behaviours		
Compassionate and caring	y	
Demonstrable commitment to and focus on quality, promotes high standards to consistently improve service user experiences	y	
Demonstrably involves service users, their families and carers in their work putting them at the centre of every project	y	
Values diversity and difference, operates with integrity and openness	y	
Other requirements		
Full clean driving licence and own car	y	
Attend Trustee and Senior Management meetings out of hours	y	
Flexibility, and the ability to handle a rapidly changing and ambiguous environment	y	