

## **JOB DESCRIPTION**

**Job Title:** Day Care Manager

**Responsible to:** Chief Executive Officer

**Responsible for:** Senior Support Workers, Support Workers, Kitchen Manager, Centre Domestic, Volunteers

### **Job purpose**

Operational responsibility for the planning, delivery and review of the day care service ensuring that all aspects of service user care and support meet individual needs and are delivered in a safe and caring manner.

To recruit, support and manage the day care team in line with company policies and standards ensuring staff and volunteers feel valued and contribute to the successful running of day care services.

To act as the lead person in liaison with commissioners, other care providers, health professionals and social workers ensuring the effective management of the Day Care service.

Responsibility for compliance with internal policies and procedures, relevant legislation, sector good practice and commissioner requirements which underpin the service.

### **Principal Duties and Responsibilities**

- To lead and manage the Day Care team promoting a culture that delivers on the strategic objectives including a responsive, caring, customer focused service which has a collaborative and pro-social approach and demonstrates a 'can do' attitude.
- To effectively manage the day care referrals process including the completion of initial home visits, risk assessments and person-centred care and support plans to ensure service user needs are continually met.
- To manage the review of care and support plans in response to changing needs and where required liaison with external agencies.
- To investigate and manage any service user complaints in a robust and timely manner.
- To take lead responsibility for the planning and delivery of a range of activity programmes which are innovative, diverse and encourage service user engagement, dignity, independence, choice and value for money.

- To plan, prepare and lead on any commissioner inspections in conjunction with relevant managers within the business.
- To be responsible for the regular liaison with service user's families/carers, commissioners, other care providers, social care and health professionals.
- To act as a role model to Day Care staff in all aspects of service delivery and best practice.
- In conjunction with HR, to have lead responsibility in the recruitment and selection of day care staff and the ongoing support and engagement of our volunteers.
- In conjunction with HR, lead investigations into any staffing issues or complaints in a prompt professional and caring manner ensuring any learnings inform future policy and practice.
- To actively participate in the work of the Senior Management Team and undertake any delegated responsibilities as applicable.
- Working with the Chief Executive Officer and Finance Manager to identify any growth and funding opportunities for the Day Centre including contributing to any tendering processes.
- Contribute to the development, review and implementation of Day Care policies and procedures, in line with legislative changes and organisational requirements.
- To contribute to the development and delivery of training programmes on care related matters and initiatives as required.
- To be the Safeguarding lead for Day Care, reporting and escalating matters as applicable to the relevant authorities.
- To attend internal / external meetings associated with the role whilst managing relationships with all stakeholders ensuring a professional approach is adopted at all times.
- To promote and implement St Anthony of Padua Community Association equality principles in all aspects of employment and service delivery in line with company procedures, ethos, and values.

This job description is a guide to the principal responsibilities of the role and is not intended to be an exhaustive list of duties. Therefore, it will always be subject to review considering changes to the role and the work of the organisation.