

**LORETTO CARE  
JOB PROFILE**



**Job Details**

<b>Job Title</b>	Health and Wellbeing Manager	<b>Location/Section</b>	Loretto Care Services
<b>Service Area</b>	Care Services	<b>Report to</b>	Area Care Manager / Service Development Lead
<b>Grade</b>	Grade 2 – SCP 35-39 Grade 3 – SCP 38-41	<b>Date Completed</b>	January 2016

**Job Summary**

Loretto Care is committed to service excellence and believes that through developing effective communication and trusting relationships with the people we work for, we can draw on life experiences to co-create individualised personalised services.

You will work within the principles of the Wheatley Group strategy and vision regarding supporting the people we work for to influence direction and development of Loretto Care.

The Health and Wellbeing Manager will be the Registered Manager with the Care Inspectorate, and have responsibility for overall management of collective, co-created individualised services, including overseeing the Health and Wellbeing Team Leader(s) in the evaluation of service provision.

You will have responsibility for development of innovative practices, while implementing established policies, procedures, standards and excellent support practices within individualised and personalised services.

You will provide support and assistance to the Health and Wellbeing Team Leader to ensure that the service provided reflects the outcomes, aspiration, using a risk enablement approach with the people we work for.

You will ensure excellence in innovative and creative practice to ensure that the things that are important to the people we work for are achieved.

You will ensure that the people we work for and staff co-design and create outcome based services to improve health and wellbeing and develop resilience.

You will promote risk enablement culture, supporting and developing participation co-creation strategies, with the team to ensure the individualised service(s) are designed around people’s individual outcomes and aspirations.

You will provide outcome based supervision; training and workforce development, ensuring team members have a sound awareness of their role and displaying the necessary behaviours and skills.

You will meet regularly with the Area Care Manager / Service Development Lead to report on the performance, innovation and quality outcomes of the service.

As a Health and Wellbeing Manager you will carry out your duties in line with the Organisation's Core Values and your terms and conditions of employment, while presenting in a way that is in line with the Codes of Practice laid out by the Scottish Social Services Council (SSSC).

## Behaviours & Competencies

### Loretto's Core Values

- Person Centred
- Open Communicators
- Committed
- Quality

### Wheatley Group's Values

- Ambition
- Trust
- Community
- Excellence

As a Health and Wellbeing Manager you will demonstrate the following behaviours and competencies:

- Put people at the heart of everything we do
- Be the Registered Manager with the Care Inspectorate and follow regulation, reporting and guidance in line with the registration of the service
- Be responsible for the management and development of personalised, outcome focused support services
- Establish and implement relevant policies, procedures, protocols and operational systems in accordance with those already established within the Organisation
- Achieve the aims and objectives across the services in accordance with the values and principles of the Organisation
- Deploy and manage the staff team ensuring professional and ethical standards of practice and service delivery
- Provide efficient financial, administrative and resource management
- Establish an easily accessible and effective system for ensuring that people we work or rights, voice, choice, satisfaction and welfare are safeguarded
- Ensure excellent communication, liaison and working partnerships with relevant statutory, voluntary and independent agencies and local communities
- Promote and publicise the work of the service in a positive manner and represent the organisation as necessary
- Maintain a working knowledge of issues, developments and legislation relating to mental health, homelessness and issues of addiction service provision and the current legislation affecting this

- Identify new services growth and initiative that would promote the development of Health and Wellbeing work both locally and nationally
- Regularly input into the work plan of the Community Integration and Activities Team, promoting positive benefits of social integration and community assets

## Person Specification

### Experience

#### Essential

- Work with co-creation and participation strategies with vulnerable individuals
- Understanding of outcome based supervision and workforce development
- Implementation and audit of effective outcome planning systems
- Leading teams
- Recent experience of working within services that support several client groups
- Lead successful change management
- Challenging poor practice/performance
- Motivating staff and promoting a positive culture
- Mediation skills
- Experience of managing large teams with various grades of staff
- Completion of internal quality assurance systems
- Participating in recruitment and selection of staff
- Investigation and Disciplinary processes
- Managing finances for The People We Work For
- Experience of multi – agency working
- Principles of purchaser/provider relationship
- Experience of effective management of a service
- Experience of safely managing finance systems

#### Desirable

- Recent experience of working with specific service user group

### Qualification

#### Essential

- Hold an appropriate qualification for the post as defined by the Scottish Social Services Council. SVQ 4 Health and Social Care or relevant Health and Social Work qualification
- Also hold or demonstrate the commitment and ability to work towards a SSSC recognised Leadership and Management qualification within an agreed time scale. (LMC) Leadership Management in Care Award or equivalent
- Hold or demonstrate the commitment and ability to work towards an SVQ verifier qualification V1 or equivalent within an agreed time scale
- Ability to demonstrate Continued Professional Development

#### Other

Able to work flexibly around when people we work for wish their support. This may include night duty and/or sleepovers

Job Outputs	
Performance output	Includes the requirement to:
Deliver positive outcomes for the people we work for	<ul style="list-style-type: none"> <li>• Establish and implement relevant monitoring and evaluation systems and practices</li> <li>• Ensure that the highest standards of support services are co-created and designed with the people we work for, with outcomes and preferences detailed within their outcome plan</li> <li>• Ensure that there is adequate co-ordination, co-creation and liaison between the service and external agencies.</li> <li>• Ensure that people we work for requirements are met and that external agencies receive information and reports as required</li> <li>• Ensure that people we work for rights are recognised and honoured and their values, beliefs and principles are treated with respect and tolerance</li> <li>• Coordinate effective participation strategies across the service</li> <li>• Work with the Community Engagement and Activities Team to support group work, community integration, access to community resources, volunteering and return to work</li> <li>• Implement the Organisation’s Complaints Procedure.</li> </ul>
Staffing	<ul style="list-style-type: none"> <li>• Be responsible in consultation with the people we work for and line management for the recruitment, appointment and development of staff</li> <li>• Assess, monitor and evaluate standards of practice</li> <li>• Ensure that staff receive the necessary outcome based supervision and training, enabling them to achieve the required standards of practice and comply with the SSSC Codes of Practice</li> <li>• Ensure that staff familiarise themselves with both the services and the Organisation’s aims and objectives and are equipped to carry these through</li> <li>• Be responsible for the fair, equitable and efficient monitoring and management of staff absence</li> <li>• Ensure that staff conduct themselves in an appropriate, professional and ethical manner at all times</li> <li>• Be responsible for the implementation of the disciplinary and grievance procedure as necessary</li> <li>• Co-ordinate training needs / plans of staff teams, including acting as internal verifier for SVQ training</li> </ul>
Administration / Finance	<ul style="list-style-type: none"> <li>• Ensure that appropriate and effective finance and administration systems are in use within the service, including the monitoring of the recording mechanisms related to funding and Social Care resources</li> </ul>

	<ul style="list-style-type: none"> <li>• Oversee duty rostering and leave co-ordination within the services</li> <li>• Develop, and ensure that, appropriate policies and procedures are in place to meet both the people we work for and staff needs and that arrangements are in place to ensure that people we work for and staff familiarise themselves with such policies</li> <li>• Complete the services' annual report</li> <li>• Contribute to regular service review</li> <li>• Monitor and control effective income, expenditure and budget management, within income and expenditure, while providing performance updates on this to the Area Care Manager / Service Development Lead</li> </ul>
Care Inspectorate	<ul style="list-style-type: none"> <li>• Be familiar with the Care Inspectorate requirements for the service and ensure these are met at all times</li> <li>• Participate as appropriate in the inspection process with Care Inspectorate representatives</li> <li>• Liaise with Care Inspectorate Officers as required</li> </ul>
Line Management	<ul style="list-style-type: none"> <li>• Bring to the attention of the Area Care Manager / Service Development Lead any issues of concern or note which has an effect either direct, or indirect, on any person we work for or staff member or the Organisation as a whole</li> <li>• Meet on a regular basis with the Area Care Manager / Service Development Lead to discuss the progress of the service</li> <li>• Ensure appropriate use is made of emergency on call facilities</li> <li>• Participate in the Organisation's on call rota</li> <li>• Deputise for the Area Care Manager and/or Service Development Lead as appropriate</li> <li>• Participate as required in investigation and disciplinary procedures for the organisation both as lead officer and in a support role</li> </ul>
Families/carers/significant others	<ul style="list-style-type: none"> <li>• Reduce the burden on, and provide practical and emotional support to, families/significant others, ensuring that confidentiality is strictly adhered to</li> </ul>
External agencies	<ul style="list-style-type: none"> <li>• Ensure that there is adequate coproduction, co-ordination and liaison between the service and external agencies and that involved agencies receive information and reports as necessary.</li> <li>• Develop cordial relationships with local agencies and communities which will facilitate the use of these agencies by the people we work for.</li> <li>• Convene, co-ordinate and participate in multi-disciplinary meetings where appropriate.</li> <li>• Establish and maintain effective liaison arrangements</li> </ul>

	with the Care Inspectorate
Health and Safety	<ul style="list-style-type: none"> <li>• Ensure that staff are familiar with their own and the organisation's responsibilities</li> <li>• Communicate areas of concerns in the first instance to line management</li> <li>• Have overall responsibility for health and safety issues for the service</li> </ul>
Monitoring and Evaluation	<ul style="list-style-type: none"> <li>• Be familiar with the Protocol laid down for the evaluation of the service</li> <li>• Work with the Assurance Team and Care Services Improvement Manager to audit, promote and improve service performance</li> <li>• Co-ordinate the annual objectives review and implement the service improvement plan arising from this</li> <li>• Keep statistics as appropriate to the above</li> <li>• Compile an annual report including performance management indicators on the services</li> <li>• Regularly monitor working practices and arrangements and disseminate this information to both line management and the monitoring team</li> </ul>
Clear and consistent leadership of staff	<ul style="list-style-type: none"> <li>• Effective line management of team members including absence, disciplinary and performance management</li> <li>• Employees supported through learning and development and completion of development plans</li> <li>• Clear communication to employees of relevant organisational, divisional and team aims and initiatives</li> <li>• Be familiar with, promote and participate in the SSSC Step into Leadership programme</li> </ul>
Achievement of agreed targets for the Team	<ul style="list-style-type: none"> <li>• As agreed through the outcome based My Contribution process and performance monitoring discussions</li> </ul>
Efficient and well managed work processes across the function	<ul style="list-style-type: none"> <li>• Value for money delivered on all outputs.</li> <li>• Annual cost reductions and efficiency savings met within work strand</li> </ul>
Compliance with professional, regulatory, statutory and corporate requirements	<ul style="list-style-type: none"> <li>• Comply with and implement all Wheatley Group policies and procedures</li> <li>• Act ethically and with integrity</li> <li>• Have a sound knowledge of the National Care Standards for the service and ensure these are met at all time</li> <li>• Participate as appropriate in the inspection process with Care Inspectorate representative</li> <li>• Liaise with Care Inspectorate and its representatives, as and when required</li> <li>• Encourage the people we work for to participate in the review, evaluation and inspection of our services</li> </ul>

	<ul style="list-style-type: none"> <li>• Work with the Assurance Team and Care Services Improvement Manager to audit, plan, promote and improve service performance</li> <li>• Be familiar with both individual and organisational roles and responsibilities</li> <li>• Deal with health and safety issues as they arise</li> <li>• Communicate any areas of concern to line management</li> <li>• Ensure the team have knowledge and awareness of and comply with the relevant National Care Standards and SSSC Codes of Practice</li> </ul>
<p><b>Additional Duties</b></p>	<p>It is in the nature of the work that tasks and responsibilities are, in many circumstances, not routine and are variable. All staff are therefore expected to work in a flexible way when the occasion arises and tasks which are not specifically covered in the job profile have to be undertaken.</p> <p>These additional duties will normally be to cover unforeseen circumstances and will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job profile in consultation with the member of staff.</p>

**Interdependencies**

- Stakeholders
- People we work for
- Families and Carers
- Health and Wellbeing Assistants
- Health and Wellbeing Team Leaders
- Community Engagement and Activities Team
- Health and Wellbeing Coordinators
- Health and Wellbeing Managers
- Care Services Improvement Manager
- Area Care Manager
- Service Development Lead
- Head of Care
- Director of Loretto
- Other posts / business areas / partner organisations which post holder will need to interact with directly on a regular basis
- Care Inspectorate and other Regulatory Bodies
- SSSC