

Home from Hospital Manager North Yorkshire

Accountable to: Head of Operations

Hours: Full time

Salary £29,800-£32,710

Base: Harrogate or Skipton

Role Summary

This role will have the responsibility of delivering the Home from Hospital service across North Yorkshire. This will involve developing good relationships with the all those involved in discharge from hospital, ensuring the service is delivered within the service levels agreed and reporting on the project. Own transport essential. Accountable to, and working closely with, the Head of Operations.

Relating to your role

- Leads the development of the service and produces action/delivery plans as appropriate.
- Responsible for the overall day to day management of the project and teams across the locality, including rotas, OOH cover and supervision.
- Performance manages the team in meeting project targets and delivering a quality service.
- Liaises with key external partners and stakeholders and attend strategic meeting with Health & social care professionals.
- Works closely with partners to ensure that all operate to the same professional levels.
- Creates a consistent way of working which will allow for evaluation of outcomes.
- Oversees the budget and ensures that all financial controls are followed including travel expenses.
- Prepares all monitoring and feedback reports as requested by the Head of Operations and ensures they are submitted on time.
- Co-ordinates joint approaches to marketing and promotion with head of communications and sub contractor.
- Ensures that volunteer recruitment, training, development, support and supervision is consistent across the project and meets the contract requirements.
- Delivers the project to the service level agreed and local demand.
- Looks at patterns emerging and what additional support is necessary to prevent unnecessary re-admissions to hospital.

Working with others

- Manages team of Co-ordinators
- Works through sub-contractor partner to manage the service in Scarborough, Ryedale, Hambleton and Richmondshire
- Contributes to selection of staff and volunteers
- Supports individuals and teams, interacting well with other departments
- Displays self-confidence and initiative in a range of settings. Always professional and reasonable
- Briefs team and communicates well with team and peers both formally and informally
- Keeps to the organisational timetables for development

- Identifies opportunities to develop partnership working in order to give added value to the project.
- Ability to use social media and other mediums for the promotion of the organisation and project

Understanding the organisation

- Attends and contributes to regular reviews, produces regular progress reports and management information.
- Acts as ambassador for Home from Hospital and Carers' Resource, protecting and promoting its good name and reputation at all times
- Makes informed decisions confidently on behalf of team in the best interests of the project
- Helps others understand the policies and practices of Home from Hospital and Carers' Resource, develops others' awareness of health and safety and data protection
- Participates, in multi-agency meetings, voluntary fora and other events. Keeps abreast of changes in sector and locality
- Works within all policies, procedures, legislation and follows principles of good practise

Developing personally

- Objective about own strengths and weaknesses, seeks ways to develop and improve
- Manages self, confident, assertive
- Talks with authority about the service, its impact and its part in the wider services across North Yorkshire and Carers' Resource.

Responsibilities applicable to all

The post holder will not only be managing their specific area of service, but also working closely with other colleagues across the organisation using matrix management and effective communication skills.

Carers' Resource prides itself on being accessible and available to unpaid carers from all walks of life, by offering tailor made support, which enables carers to improve their quality of life. This is an increasingly challenging environment, both for carers themselves, and Carers' Resource as an organisation, and it is fundamental that all staff are prepared to offer energy and enthusiasm to provide excellent services to all stakeholders.

Line Management

- Knowledgeable of all induction and supervision processes
- Actively encourages two-way engagement in staff supervision processes
- Proactively manages their team and engages with other teams to provide seamless services
- Confident to pick up queries from direct reports and find solutions
- Confident to liaise with own line manager over complex issues
- Has clarity of what a good job looks like and how to articulate it to others
- Has clarity on how to deal with minor issues informally and with a solution focussed approach
- Is familiar about aspects of;

- Recruitment, induction and managerial and non-managerial processes
- Disciplinary, capability and grievance procedures
- Key policies and procedures

Leadership

- Be self-aware and prioritise personal development
- Focus on supporting and developing others
- Encourage innovation and action
- Be ethical and civic minded
- Practice wide reaching communication
- Have clarity and focus

Culture

- To perpetuate a culture of openness, transparency and living our values
- To have an awareness of the impact of 'the ways we do things round here' on the effectiveness of the organisation
- To be able to plan for cultural change and implement new ways of operating

Knowledge

- Able to look outwards and understand the wider context of our work
- A senior practitioner, confident in their knowledge of service delivery
- Acceptable standards of quantity and quality of service delivery
- Needs of carers and others we support
- The delivery model, how it works and why we have it

Team

- Works as part of a team
- Thinks about the team approach
- Supports other members of the team
- Takes responsibility for team performance
- Prioritises communication across the team

General

- Is prepared to admit to mistakes and learn from them
- Focussed on meeting the needs of those we support
- Can do, solution focussed approach
- Works hard, is focussed when at work
- Works to maintain the good reputation of Carers' Resource
- Undertake any other duties that may be considered commensurate with the level of the post
- Goes "the extra mile" when necessary

Person Specification

Experience

- Experience in proactively managing staff including disciplinary, grievances appeals and conflict resolution
- Experience of managing and supervising volunteers
- Experience of meeting clients needs and awareness of current issues affecting clients
- Experience and evidence of working effectively in developing and maintaining productive partnerships in all sectors
- Experience in cross team working and matrix management
- Experience in Initiating, managing, developing and evaluating projects meeting targets and deadlines

Skills & Abilities

- Prove ability to make effective decisions in pressurised situations
- Commitment to work on own initiative dealing with requests from service users/other organisations
- Ability to hold difficult conversations and find effective solutions
- Work on and solve day-to-day problems, as well as working as part of an extended team whilst managing conflicting demands
- Able to demonstrate good verbal and written communication skills
- Organisational abilities, an ordered systematic approach to work and an eye for detail
- Ability to analyse information and use it to deliver services
- Skilled communicator. With the ability to communicate well with people from all walks of life to work with staff at all levels
- Need to be self-motivated, to organise time effectively, to manage workload, to prioritise tasks and to work to agreed targets.
- IT literate – a competent user of Word, Excel, email, databases, ability to share knowledge with others.
- Ability to share knowledge with others through report writing and presentations.
- Ability to lead and manage high performing and sustainable teams
- Ability to manage your team to reach set targets and deliver on challenging KPIs

Knowledge

- Knowledge of current employment and HR regulations and the ability to implement these in a timely fashion
- An understanding of the hospital discharge process and virtual healthcare
- Evidence of an appropriate level of general education (minimum of Level 3 or equivalent) with ongoing professional development
- Knowledge of the role played by statutory, private and voluntary sectors and the way they operate and of community care issues
- Knowledge of the health and care sector
- Good knowledge of the information and advice needed by carers and others we support

- Knowledge of legislation and policy pertaining to safeguarding, and confident in applying it
- Knowledge of other organisation to whom carers are sign posted to
- Knowledge and understanding of equality and diversity, dignity and respect for Human Rights.
- Knowledge of best management practices and how to use these effectively
- Knowledge of output and outcome measurements

Other Requirements

- Flexible and adaptable approach with willingness to work outside core hours when required.
- An understanding of the need for confidentiality, sensitivity and a non-judgemental attitude
- Applicants must be willing to undergo screening appropriate to the post, including checks with past employers and the Criminal Records Bureau.
- Own transport and clean, current driving licence, business class insurance