



Info@yawnlife.co.uk
Jeanette 07983 434524
Julie 07792 734183
www.yawnlife.co.uk

Trainee Frontline Service Manager - Vacancy

Our very successful service has expanded and we are looking for a special person to join our committed team.

Working alongside and leading our established experienced team will ensure you understand every aspect of our service and the challenges that the team face. Supported by the current Senior Managers you will use and develop your existing team leading/management skills to the necessary standard to fully fulfil the Service Manager role.

You will have experience of caring for people with learning disabilities together with strong leadership skills from previous team leading roles.

Adopting a positive, solution based approach, you will support and ensure that our service principles are shared and delivered enabling people with a learning disability to:-

- Participate in a variety of purposeful activities
- Build upon their skills to become as independent as possible
- Develop a sense of responsibility for their own behaviour and respect
- Enjoy time in a sociable setting, making and developing friendships

The role includes transporting clients in your own car and it is essential that you hold a full manual licence driving licence together with insurance for business use.

The role is fulltime. As part of the management team you will need to be prepared to work flexibly and will be required to take part in out of hours tasks. Typically this may include early morning/evening phone calls from service users or their carers, out of hours reviews/meetings and other essential management planning tasks to ensure a high quality, customer focussed service.

The service operates 49 weeks per year. All staff are expected to use part of their annual leave entitlement (28days incl bank holidays) for the closed weeks.

Salary £26000 to £29000 per annum.

The job description and person specification are attached. Visits to the centre are welcome and encouraged.

Please contact Jeanette or Julie on 07983434524 /07792734183.

Job Description & Person Specification

Job Title - Trainee Frontline Service Manager

Reports to – Directors

Management of – Service Delivery Team

Vision – YAWN Life provides a high quality, appropriate service, working towards enabling people with learning disabilities to enjoy purposeful activities and developing them to reach their maximum potential as individuals through encouragement, training and support.

Job Purpose – To lead, motivate and be a part of a team of Support Workers who will help enable people with a learning disability to lead fulfilling lives and achieve things that matter to them, based around their individual needs, community participation, respect and behaviour. To work safely following company and external requirements and to ensure the team do so ensuring that the people we support can trust and feel safe and confident in the support we provide them.

Key Roles –

In addition to the 4 Key Roles of a Support Worker – See support worker job Description – the role will include the following responsibilities:-

Promote, champion and be passionate about our vision and key principles. Challenging attitudes and actions that do not match that vision.

Key performance Indicators

- Demonstrate an ability to lead by example and support workers demonstrating our principles and values and communicating appropriate behaviours and attitude at all times
- Show that you can challenge at appropriate times and in a positive manner
- Act as a positive role model ensuring people with disabilities are supported to make informed decisions that will benefit their health, well being and future opportunities in life.
- Undertake and support management decisions in a positive manner demonstrating knowledge of the service, the context we operate in and the vision

Develop and maintain relationships with staff, clients, their families and other professionals.

Key Performance Indicators

- Work responsively and positively to identify what motivates people and how they can benefit.
- Motivate the team to achieve making sure the people we support are at the heart of what we do
- Deal with any conflicts or complaints with confidence

-Demonstrate empathy, respect and adaptable communication skills with clients and their families

Be responsible for leading and managing the staff team to ensure high quality delivery of support and compliance with policies and procedures

Key Performance Indicators

Effective use of IT systems for creation of Planning, Timetables and Rotas to meet the needs of clients.

Proactively seeking and developing new opportunities for our clients.

Taking ownership of key tasks, solutions focussed and ensuring the team get things done holding them accountable.

Thinking on your feet responding to unexpected situations with flexibility and creativity based on an accurate understanding of the circumstances.

Ensuring effective use of resources (including staff) to enhance client experiences.

Monitoring, reviewing and developing policies and procedures to reflect changing needs.

Promoting risk awareness and effective risk management among staff and clients.

Benefits

- Competitive Salary Range 26000 to 29000 per annum
- 28 Days Annual Leave including Bank Holidays
Note: The service operates 49 weeks per year. All staff are expected to use part of their annual leave entitlement for the closed weeks.
- Mileage allowance at highest HMRC rates
- Nest Pension Scheme
- Ongoing direct support from company directors
- Free access to a confidential counselling service for you and your family.
- Work within a not for profit community company that values it's staff and clients
- Become an important part of our family. We support our staff both personally and professionally.

Person specification

This section outlines the things you will need to be able to demonstrate to be a successful Service Manager

Behaviours	Essential/Desirable	Assessed at
A kind, thoughtful and honest person	Essential	Application & Interview
Supports people with dignity and respect	Essential	Application & Interview
Develops positive relationships	Essential	Application & Interview
Takes responsibility for their own development	Essential	Application & Interview
Uses initiative and has confidence to make decisions	Essential	Application & Interview
Positive about working for YAWN Life	Essential	Interview
Initiative to develop themselves and others and to be reflective	Essential	Interview
Has Confidence to speak up for yourself and for others	Essential	Interview
Ability to work calmly, efficiently and accurately under pressure resolving potentially conflicting priorities	Essential	Interview

Skills & Experience	Essential/Desirable	Assessed at
Clearly communicates both written and verbally at a range of levels e.g. parents, carers, professionals and adults with learning disabilities	Essential	Application & Interview
Good IT skills and numerical ability. Picks up systems and develops them to improve performance	Essential	Application & Interview
Experience of supporting people with learning disabilities	Essential	Application & Interview
Experience of leading and managing a team	Essential	Application & Interview
Negotiation skills and ability to manage and resolve conflict	Essential	Application & Interview
Working knowledge of safeguarding, social care services and other applicable regulations	Desirable	Application & Interview
Able to recognise and act upon forms of discrimination including challenging wrong thinking about learning disability	Desirable	Application & Interview

Qualifications/Training	Essential/Desirable	Assessed at
Educated to GCSE level in Maths and English or equivalent level 2 qualification and good IT skills for Office programs	Essential	Application & Interview
Social care, Leadership qualification or equivalent qualification and relevant experience	Desirable	Application & Interview
Food Hygiene Qualification	Desirable	Application & Interview
Current First Aid Certificate	Desirable	Application & Interview
Willingness to undertake relevant job training	Essential	Application & Interview

Other requirements	Essential/Desirable	Assessed at
Full UK Manual driving licence and own vehicle to carry clients insured for business use	Essential	Interview
Enhanced Disclosure and Barring Service Check (Paid for by YAWN Life)	Essential	Prior to unsupervised working