

<b>Job Description</b>	<b>Day Service Manager</b>
<b>Reports to:</b>	<b>Director of Finance, ICT &amp; Enterprise</b>
<b>Hours:</b>	<b>37.5</b>
<b>Pay:</b>	<b>£28-31k dependent upon experience</b>

Landmarks is an independent specialist day college for young people with learning disabilities and difficulties. Our day service is called Lifelong Learning, where we run a number of practical, art and craft activities with which to engage our service users. We operate from several sites within across Nottinghamshire, Derbyshire and South Yorkshire.

Our aim is to provide education and training within a safe, structured environment and in order to do this; we operate from a modern site in Eckington. We have a unique offer at Landmarks with a practical curriculum that aims to transform the lives of our learners.

Our staff are required to work on a range of different sites. Transport between sites is normally provided through naturally occurring operational opportunities however, staff are required to make their own arrangements to/from the different sites and, at the beginning and end of the day, at their own expense.

All our staff must undertake an enhanced DBS check and provide two references. They should be prepared to undertake training and development and adhere to the principles, policies and procedures of Landmarks at all times.

Our Day Service Manager is employed to manage all aspects of, Recruitment, Assessment and placement of service users, including setting of fees and contracts with individuals and local authority commissioners. You will also be responsible for the quality of delivery and care afforded service users following our programme.

Your responsibilities will include, but are not restricted to:

- A. Create and develop a day service filled with practical, interesting activities that provide excellent day time occupation.
- B. Develop new provision as directed by the Director of Finance, ICT and Enterprise.
- C. Understand and implement legislative and regulatory requirements relevant to contractual requirements and service user group.
- D. Able to develop and operate a service, which is fun, flexible, responsive and inclusive.
- E. Assess potential service users who may be considering attending the centre.
- F. Work with other professionals to develop a sector leading specialist service.
- G. Market the service to potential service users directly or via other agencies.
- H. Maintain effective communication with service users, relatives, carers and other members of the general public.
- I. To allocate, monitor and control financial resources.
- J. To create and maintain administrative systems.
- K. To ready the service for inspection at all times from various stakeholders.
- L. To recruit, select and supervise specialist facilitator staff.
- M. Support the development and practice of facilitators so that service users receive excellent provision.
- N. To plan, allocate and evaluate the workload of all staff.
- O. Collaborate with the Human Resources department to organise inductions to identify and provide for ongoing training needs, providing a positive learning environment for all staff.
- P. Establish and maintain effective working relationships.

- Q. Develop and maintain effective assessment and review procedures, which become the foundation for appropriate personal documentation.
- R. Ensure that appropriate types of intervention take place to meet service user needs and rights.
  - S. Liaise with other agencies involved with the service user to ensure the provision of integrated services.
  - A. Develop the service so that it enables learners to develop essential life skills and search for employment where appropriate.
  - B. Collate, prepare and distribute progress reports to lifelong learning parents/carers/funders bi-annually.
  - C. Line manage Facilitators linked to the lifelong learning provision.
  - D. Organise transport arrangements for service users to/from Centre(s).
  - E. Manage a simplified observation process of the provision.
  - F. Undertake reviews as identified within the service quality cycle.
  - G. Deliver training to the lifelong learning team as required.
  - H. Deliver 1 session per week.
  - I. Responsible for the management and administration of medication for service users.
  - J. Carry out the duties and requirements of the post in compliance with Landmarks Equal Opportunities, Health & Safety, Child and Vulnerable Adult Protection and other policies and procedures.

All applicants must undertake an enhanced DBS check and provide two satisfactory references. They should be prepared to undertake training and development and adhere to the principles, policies and procedures of Landmarks at all times.

This list of duties should not be regarded as exclusive or exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities.

If you have any further queries or would like to arrange a discussion regarding the terms and conditions of employment at Landmarks, please contact the Human Resources department on 01246 433788.

An induction will be arranged soon after your employment begins.

## Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>- GCSEs (or equivalent) including English and Maths.</li> <li>- Recent relevant training.</li> <li>- Full UK Driving license.</li> </ul>	<ul style="list-style-type: none"> <li>- A Levels or equivalent in a relevant discipline.</li> <li>- SEND relevant training.</li> <li>- D1 Driving license.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>- Working in a similar environment.</li> <li>- Staff management.</li> <li>- Developing provision.</li> </ul>	<ul style="list-style-type: none"> <li>- Building new provision from scratch.</li> </ul>
Technical Skills	<ul style="list-style-type: none"> <li>- Effective communication skills both written and verbal.</li> <li>- Demonstrates awareness of the role with regards to the quality of delivery and standard setting process.</li> <li>- Has the ability to assess, plan, implement and evaluate service users' needs.</li> <li>- Can demonstrate an understanding, caring and a positive attitude to working with people with SEND.</li> </ul>	
Personal Qualities	<ul style="list-style-type: none"> <li>- Shares ideas with others to make improvements.</li> <li>- Keen to learn and improve own performance.</li> <li>- Committed to communicate with customers to understand their needs.</li> <li>- Will go the extra mile to help fulfil customers' need.</li> <li>- Has a 'can-do' attitude to work.</li> <li>- Demonstrates flexibility and ability to work independently and as part of a wider team.</li> <li>- Demonstrate use of initiative.</li> <li>- Able to adapt with change and work demand.</li> <li>- To clearly identify risk and act accordingly.</li> </ul>	