



Role Profile

Community Support Manager				Purpose			
Reference No.	SS2356	Type	Individual	<p>Effective service delivery of good quality community support on a day to day basis. Ensure services meet individual needs in accordance with Health and Social Care Standards required by the Care Inspectorate and Scottish Social Services Council.</p> <p>Key responsibilities will be the strategic development and operational management of the service including management of physical, financial and human resources. In addition, ensuring the service meets legislative and policy requirements through performance monitoring and quality assurance.</p>			
Service	Adult Services (Resources)						
Job Family	Team Manager	Grade	FC9				
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:				Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility		E	D
Leadership, development and delivery of Community support services with day to day operational management of the service area within their responsibility.				Relevant qualification for the post as defined by the Scottish Social Services Council ie, CQSW, CSS, DiPSW, Occupational Therapists, Art, Music and Drama therapists, Physiotherapists, Speech and Language Therapists, Practitioner Psychologists. A qualification meeting the registration requirements of the General Medical Council, SVQ Social Services and Healthcare at SCQF Level 9. Or a qualification meeting the SSSC registration requirements for the following groups		✓	

E = Essential Criteria D = Desirable Criteria

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	regulated by the Health and Care Professions Council, Degree/Diploma in Community Education or equivalent as recognised by the standards Council for Community Learning and Development for Scotland Approvals Committee. Plus a management requirement – An award in management that is certificated at or above SCQF level 9 (Minimum of 60 credits) showing evidence the award has been mapped against the National Occupational Standards (NOS): Leadership and management for Care Services.	✓	
Ensuring National Care Standards, service policies and procedures are implemented and inform working practice.	Knowledge of national Care Standards (Deliver results- See “How We Work Matters” Framework)	✓	
Ensuring the dignity, independence and individuality of service users and encouraging their participation in the running of the service.	Knowledge of the needs of adults with a range of support needs (Focus on customers) Experience of person-centred working	✓ ✓	
Participating as a responsible officer with the role of registered manager where required, accountable to the Care Inspectorate for the Regulation of Care.	Negotiating and problem-solving skills (Work Together)	✓	
Ensuring health and safety in the service area of responsibility. Making sure staff are compliant with health and safety legislation, training is made available and that policies and procedures are maintained and implemented with risk assessments undertaken.	Knowledge of Health and Safety requirements Ability to travel throughout Fife	✓ ✓	✓
Managing information and other resources including a devolved budget.	Experience of managing a budget	✓	
Ensuring effective and efficient budget management and monitoring of budget for resources under area of responsibility including revenue for staff and physical resources. This includes the purchase of essential	Communication skills	✓	

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services and the staffing of directly provided services and service support.			
Ensuring the best use and safe housekeeping of any buildings and equipment.			
Ensuring the effectiveness of individuals' and teams' performance and develop accordingly.	Organisational Skills		✓
Ensuring Quality Assurance and Control systems in place including audits for measuring performance and continuous improvement.			
Undertaking supervision of senior social care staff/coordinators.	Experience of managing staff	✓	
Ensuring that services are appropriately planned, co-ordinated and delivered and that performance is effectively measured.			
Ensuring the effective application of the electronic client information system, updating and accuracy of all client records handled by Team members.	IT Skills (Embrace Technology & Information)		✓
Identify and ensure that the necessary systems, processes and procedures are relevant, fit for purpose, understood and followed.			
Including administration, links with internal and external stakeholders and others.			
Establishing and maintaining professional relationships with service users, carers, colleagues and relatives of service users.	Motivational and leadership skills	✓	
Provide strong leadership and direction to staff, monitoring and managing individual team performance by ensuring the highest standards of professional practice are met and that quality assurance mechanisms are in place.	Assertiveness and decision-making skills (Take ownership) Training experience	✓	✓
Contributing towards business planning for the Service.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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E

D

Job Title (Specialists Tasks)

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check	PVG Children <input type="checkbox"/>	PVG Protected Adults <input checked="" type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input checked="" type="checkbox"/>	

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results