



Three C's
JOB DESCRIPTION

Title	Area development manager
Base	Three Cs' Head Office/ Local services
Hours	36 hours a week
Responsible to	Director of Services

This post will be responsible for leading the development of Three Cs services north of the River Thames. The postholder will provide line management support to the managers of current and new services in Newham, Redbridge and Hackney.

JOB SUMMARY:

The post holder will be required to:

- Lead on transforming and improving services through line management of services where people supported have Learning Disabilities, Autism and/or Mental Health support needs
- Promote Three Cs, identifying and pursuing new business opportunities, and developing new partnerships and new ways of reaching existing and new markets
- Ensure people supported have control over and choice about their lives and are able to contribute to the community as equal citizens.
- Ensure the delivery of services which are person-centred and inclusive; uphold the human rights and civil liberties of the people supported; act on the basis of consent and/or supported decision-making in people's best interests.
- Ensure that services are compliant with regulation, legislation, best practice and contract requirements.
- Play an active and collaborative role and participate in the work of the Executive Management Team
- Under the leadership of the Chief Executive, and in partnership with other Senior Managers, to take corporate responsibility for the management and development of the organisation.
- Contribute to strategy and the smooth running of the organisation as a member of Three Cs Executive Management Team

Key duties:

1. Transformation and improvement of services in alignment with Three Cs strategic priorities, commitments and core values.
2. Proactively identify and develop relationships with potential partners and in new business areas that are in line with Three Cs strategic plan.
3. Ensuring people supported have maximum choice and control over their lives
4. Management and leadership of project leaders and staff at the projects
5. Be part of Three Cs Executive Management team
6. Participation in the tender/retender process for new/existing services

Responsibilities

New business development

1. Establish relationships with new and potential commissioners of Three Cs services
2. Identify opportunities in existing and new markets that fit into Three Cs strategy
3. Participate in the assessment of new business opportunities with the rest of the Executive Management Team
4. Support managers and other staff to incorporate new services into Three Cs, which will include supporting the change management process

Leading innovation and change management

1. Take a proactive and strategic approach to the management and development of services
2. Lead service transformation to meet supported living standards ensuring standards and quality are monitored and comply with Three Cs, Regulatory and commissioning standards
3. Ensure all services embrace social inclusion, including economic, educational and digital inclusion, ensuring diverse activities of the person's choice
4. Ensure person-centred planning is operated in alignment with Three Cs priorities, commitments and values
5. Support managers to lead their teams in implementing and embedding Skills for independence, Active support, Positive Behaviour Support and Assistive technology programmes
6. Motivate staff to consistently deliver the best outcomes for people we support

People supported and their families

The post holder will ensure managers

1. Enable each person supported achieves control over and choice about their lives by having a service which reflects their wishes and needs identified through person centred planning and a robust support plan. This includes being part of their local community as equal citizens and having maximum control over their finances
2. Ensure that we support people who cannot communicate their wishes in their best interests and in line with the mental capacity act
3. Deliver services which are of a high standard, in line with best practice and in a way which promotes independence and encourages social inclusion
4. Promote positive relationships with the families, friends and each person's circle of support.
5. Ensure robust risk assessment and management as the basis for increased independence and positive risk-taking
6. Liaise with and implement advice and guidance from Health and Social Care Professionals

Staff management and leadership

The post holder will

1. Provide leadership and management, supervision and support for the service managers/Project leaders/Team Leaders and support staff which will include ensuring good quality and safe performance, management of hours worked, sickness absence and annual leave and ensuring mandatory and other training needs are identified, planned and implemented
2. Ensure that the service is delivered by staff in alignment with the core values of the organisation which are Honest, Accountable, Professional, Person-centred and Inclusive (HAPPI) and Three Cs' and regulators' policies and procedures
3. Participate in the recruitment and induction of new staff in conjunction with the Head of Human Resources and Workforce development and, other managers
4. Collect and analyse data on complaints, compliments, accidents, incidents, safeguarding concerns and audits from services and use information to highlight themes and to make recommendations for learning and improvement

Service and Finance Management

The post holder will

1. Promote positive relationships with all stakeholders including: people supported, families, health and social care staff housing association representatives, advocates, neighbours and partner organisations
2. Ensure resources available are used to maximise effectiveness in supporting people in accordance with the funding and budget set
3. Ensure that monitoring returns are completed for each service/local authority/housing association as required

4. Work in conjunction with Three Cs finance director and manager and housing management administrator to ensure that housing management budgets are set and implemented
5. Work with the housing management administrator to ensure that the required maintenance, repairs and safety tests are carried out according to the correct schedule

Other managerial responsibilities

The post holder will

1. Work to the standards expected in Three Cs' core managerial competencies of **Communication, Action, Professionalism, Team Leadership, Achievement, Inspiration and Nurture** at all times
2. Work flexible hours as and when required, which could include attending occasional evening or weekend meetings and be responsive to the needs of the service as a whole
3. Participate in Three C's senior management on call rota
4. Actively participate in Three C's Managers' Meeting and other working groups or Three Cs training
5. Keep electronic and paper records up to date and accurate
6. Receive regular, one to one supervision and an annual appraisal and undertake training as needed to meet Three C's requirements and other standards.
7. Along with other managers, deputise as necessary for the Director of Services

Undertake any other duties commensurate with the role

This job description will be reviewed in consultation with the person appointed to encompass changes arising from future development.

February 2020