

Style Acre

Supporting people with learning disabilities



Job title: Director of Operations

Reports to: Chief Executive

Location: Wallingford, Oxfordshire

Purpose: To ensure that Style Acre retains its role as a sector leader and drives forward its strategic and local objectives to deliver excellence in all aspects of service delivery.

General Principal Responsibilities:

1. The Operations Director is a key member of the Style Acre Senior Management Team accountable for the day to day running of care and support services for people we support within Style Acre.
2. To be the registered manager with CQC for our Domiciliary care services (supported living).
3. To ensure services are delivered in a way that puts people we support at the centre of their care, promoting the rights and choices of each individual whilst upholding Style Acre's Values of caring, respect, honesty, ambition and collaboration.
4. To act as a strategic and inspirational leader within the charity.
5. To possess an excellent operational knowledge of the learning disability sector, have strong values and great commercial awareness.
6. To be responsible for all aspects of operational performance within Style Acre including:
 - Delivery of excellent personalised care and support which is compliant with internal quality standards and those of our external regulators;
 - Ensuring Style Acre is at the heart of the local communities in which we work;
 - Achieving great outcomes for the people we support and employ;
 - Developing positive and productive relationships with relevant stakeholders;
 - Developing an operational plan in line with Style Acre's strategic plan, mission, vision and values; and
 - Achieving good financial performance in line with the charity's expectations.
7. To ensure that all Style Acre services meet all organisational and statutory requirements and that services are delivered in compliance with Care Quality Commission (CQC) Guidelines where applicable and Style Acre's values, policies and procedures.

We expect you:

1. To develop and have an excellent knowledge and understanding of all of our services (Supported Living and Day Opportunities), and the people we support in them.
2. To manage the Operations Managers (Supported Living and Day Opportunities) who report to you, particularly their performance and personal development.
3. To be IT competent and to check that appropriate records are maintained and/or maintain them where appropriate.

4. To ensure compliance with Style Acre's duty of care.
5. To ensure compliance with regulatory requirements (register with CQC as the registered manager) and to deliver and promote excellence in our Supported Living and Day opportunity services
6. To ensure compliance with contracts, to act as Style Acre's nominated representative where appropriate and to represent Style Acre in other dealings with public authorities as directed.
7. To ensure the proper application of Style Acre's policies and standards.
8. To check that relevant reviews have taken place at individual, team and service level and to respond appropriately to internal audit reports.
9. To maintain good working relations with the wide range of people connected to Style Acre especially families and our partners at Oxfordshire County Council.
10. To have an excellent level of financial awareness, and ensure managers are delivering results in line with forecasted budgets.

Key Tasks, Responsibilities and Outcomes

Registration with CQC

1. You will be expected to apply successfully for registration as the Registered Manager and take responsibility for maintaining compliance with regulations. Connected with this, is to ensure that the appropriate regulatory notifications are made where necessary.

Involvement and Information

1. Ensure the Style Acre's five year strategy is communicated and delivered at a local level.
2. Ensure services are person centred and that people's needs are understood and met.
3. Ensure everyone we support within your area has appropriate plans for person centred support.
4. Ensure plans are regularly reviewed and implemented.
5. Ensure services are delivered in accordance with appropriate risk assessments, complying with regulatory, statutory and contractual requirements for the time being in force.
6. Ensure services are delivered in compliance with Finance regulations and Style Acre's policies.
7. Ensure systems are in place that ensure the rights of people we support are respected at all times.

8. Maintain appropriate relations with local authorities, families and any other stakeholders.

Personalised care, treatment and support

1. Encourage and act upon innovation to deliver quality services.
2. Develop networks with others to facilitate the delivery of quality services.
3. Ensure that external specialists and health professionals are consulted and involved where appropriate.
4. Ensure that the outcomes of multi-disciplinary meetings are appropriately monitored.
5. Ensure the health and well-being of people we support is kept under proper review.

Safeguarding and safety

1. Ensure compliance with safeguarding policies, statutory requirements and local authority protocols. The post holder will be the designated safeguarding lead.
2. Be accountable for safe working practices ensuring the availability of appropriate equipment and resources.
3. The post holder will be the Health and Safety lead, and will evaluate accident & incident reports to identify trends. Action as appropriate.

Suitability of staffing

1. Promote equality, diversity and inclusion.
2. Ensure that Style Acre's HR policies are implemented and that appropriate staffing levels are maintained and standards are met.
3. Ensure direct reports are appropriately performance managed, records are maintained in line with Data Protection requirements.
4. Ensure all staff members in your area receive appropriate performance management and annual appraisals.

Quality and Management

1. Provide leadership enabling, inspiring and motivating.
2. Be accountable for the monitoring, assessment and reporting of the quality of the services provided.
3. Be accountable for ensuring audit recommendations are monitored, reviewed and implemented.
4. Ensure all services are delivered within budget and comply with the contract for

delivery.

5. Ensure complaints are monitored, evaluated and that action plans are implanted

This job description is not exhaustive

Training and Development:

Style Acre is committed to providing the training, development and support necessary to ensure all employees understand and achieve the responsibilities of their role and fulfil their personal and professional potential. Mandatory and statutory training is inclusive of this programme. In addition, dependent on the specific service needs and requirements, specialised training will be scheduled into an employee's individual development programme. Examples of where additional specific training would be applicable would be in services supporting people with profound and multiple learning disabilities, complex health needs, autism or mental health needs in addition to their learning disability.

