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**JOB DESCRIPTION**

# JOB TITLE: Service Manager – Advice and Administration

**BASED:** Cynon Linc, Aberdare / home working (working across RCT, Bridgend and Merthyr Tydfil)

**HOURS:**  37 per week

**SALARY:** £24,000

**RESPONSIBLE TO:** Head of Enterprise

**RESPONSIBLE FOR**: Specialist Advisors and General Advisors

**OVERALL RESPONSIBILITY**

Over 7,500 people come to Age Connects Morgannwg each year seeking information, advice and practical support to resolve a range of different issues such as money matters, help at home, legal, housing and social care queries. The Service Manager role will ensure the charity’s Information, Advice and Welfare Rights service in Rhondda Cynon Taff, Merthyr Tydfil and Bridgend is of the highest quality, is relevant and accessible via a range of different formats.

The postholder will manage a team of Specialist Advisors, General Advisers and Administrative staff and will also be responsible for managing the charity’s telephony service including ancillary support provided externally.

Acting as the organisational lead on welfare benefits, specialist advice (including AQS) and administrative functions, you will also act as the CRM ‘superuser’ and GDPR lead officer. You will be expected to undertake meaningful management reporting, analysis of data and team performance with a view to using this analysis to improve, adapt and flex the service to meet customer needs and fill gaps in service.

The post holder will be part of the operational management team and will be expected to work in a positive, collaborative manner that contributes to strategic growth and furthers the development of the Age Connects Morgannwg. All staff are expected to play an active role in the charity’s fundraising efforts.

**SPECIALIST DUTIES**

* Provide line management to Information and Advice and Administration teams based in Rhondda Cynon Taf, Merthyr Tydfil and Bridgend, to include the full range of management responsibilities.
* Maintain an up-to-date knowledge on care issues, and have a working knowledge of relevant legislation, such as the Mental Capacity Act, CIW regulations, the Social Services and Well-being (Wales) Act and any further Welsh Government, NHS and local government guidance.
* Ensure that all case files/support plans are kept up to date and regularly reviewed and ensure confidentiality is always maintained
* Ensure compliance with all contracts for your service area, including budgets.
* Ensure the welfare of older people is always at the centre of all service provision.
* Gather, collate and provide detailed statistical information including quantitative and qualitative data in respect of all the community services and maintain monitoring systems required by the service and funders
* Uphold quality assurance standards and demonstrate commitment to continuous improvement. Ensure that all team members are trained on the referral process and are aware of what data is required
* Become part of the out of hours service across all our services, on a rota basis, alongside other managers, and deal with all matters effectively and professionally.
* Attend case reviews with health, social services and other professionals as and when required.
* Develop and support new services and contribute to their successful implementation, always seeking opportunities for continuous improvement
* Ensure that external groups, bodies and organisations are aware of the services provided via public engagement activities.
* Responsible for all aspects of risk management in accordance with the organisation’s Risk Management Policy
* Responsible for relationship management with partners, external organisations and other key stakeholders
* Work with the Communications Team to develop access to advice services including growing the service delivery to other areas and via other avenues
* Produce written reports as requested by the Line Manager or any member of the Senior Leadership Team
* Provide effective supervision, support and performance management to ensure the highest quality delivery of service by the staff in your department.
* Oversee and authorisation of time sheets/mileage claims for appropriate staff.
* Work to ensure the rights, dignity, welfare, confidentiality and privacy of service users is always maintained.
* Authorise and provide cover for annual leave and provide emergency cover in the absence of staff.
* Maintain accurate statistical information regarding the services.
* Collate training needs for staff in your department
* Involve and actively participate in group evaluations, team meetings and service users reviews
* Promote the services provided by Age Connects Morgannwg
* Represent the organisation, where appropriate, at events, seminars etc. conveying a professional and positive image of the organisation at all times
* Attend regular training to maintain continuing professional development
* Participate in supervision/appraisals with Line Manager
* Deputise in the absence of the Line Manager where appropriate
* Contribute to the development of Policies and Procedures
* Facilitate and participate in team meetings
* Assist other services/departments within the organisation as and when necessary
* Undertake any other duties as may reasonably be required by the Line Manager

**All staff/volunteers working for Age Connects Morgannwg are expected to respond appropriately to any concerns that they may have regarding the abuse/inappropriate treatment of vulnerable adults.**

**This will usually mean alerting their line manager. The protection of vulnerable adults is a core responsibility at all times.**

***The above is a broad definition of the job responsibilities. It does not take into account every aspect of the job which the jobholder may be required to perform. Flexibility is essential since the jobholder’s working hours will be determined by the requirements of the business***

**PERSON SPECIFICATION**

**JOB TITLE:** Advice Services Manager

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| ATTRIBUTES | **ESSENTIAL** | **DESIRABLE** |
| Knowledge/  Education | * Understanding and awareness of the health and social care needs of older people. * An awareness of the Social Services and Wellbeing (Wales) Act 2014 * A working knowledge of the welfare benefits system | * NVQ Management Level 4 or willingness to achieve this within 2 years in post. * NVQ Advice and Guidance Level 4 or willingness to achieve this within 2 years in post. |
| Skills/  Abilities | * To work as part of a team * Ability to work on own initiative unsupervised and make appropriate decisions * Willingness to attend training to further their education. * Excellent communication skills both verbally and in writing * Computer literate including spreadsheet and database management * Ability to lead by example and work pro-actively to develop the team’s knowledge, understanding and performance |  |
| Experience | * Experience of providing advice and information to older people on a variety of issues, i.e. welfare benefits, social care and legislation affecting older people * Experience within a care / support environment * Experience of working with people who have dementia and/ or a functional illness. * Experience of supervising staff or volunteers * Experience of working within a multi-agency setting * Experience of budget management * Experience of developing services * Experience of meaningful evaluation and monitoring |  |
| Personal characteristics | * Approachable and friendly manner * Positive attitude * Honest and trustworthy * Reliable * Flexible and able to cope with change. * Able to work within clear professional boundaries * Tactful and diplomatic * Assertive with good influencing skills |  |
| Other requirements | * DBS check completed |  |