

OUTLOOK CARE

Locality Manager Learning Disabilities & Mental Health Services

Role title	Locality Manager Learning Disabilities & Mental Health Services
Service type	Operations
Location	Remote with regular visit to allocated services (London & Essex)
Reports to	Regional Manager - Learning Disabilities and Mental Health
Responsible for	Staff across Allocated Learning Disabilities and Mental Health Services

Role Purpose
<p>The Locality Manager will be responsible for leading a portfolio of services for customers who reside within our Learning Disability and Mental Health services.</p> <p>The post will provide vision, professional leadership, management and direction for their allocated services, with their allocated Deputy Locality Manager, they will be responsible for driving continuous improvement and innovation through their staff teams to ensure services provide safe, quality, person centred services.</p>

Key Outcomes
<ul style="list-style-type: none"> • Operate and implement robust processes to ensure consistency and safety are assured for all allocated services in accordance with Outlook Care’s values. • Promoting high quality, person centred, standards of service to our customers which are also in line with our regulatory bodies whilst ensuring that key deliverables on quality within our services, on employees and on performance are met and exceeded. • Support the transformation processes for our customers and staff ensuring that all stakeholders are engaged and listened to through the process • Provide strong and effective commercial and financial leadership and insight, ensuring budgets are met, to support the Regional Manager to sustain continued investment in the services, and to help them drive growth along with other senior colleagues. • To support the Regional Manager to identify and engage with opportunities for improving performance of our current and future services • Support their Team Leaders and deputy managers to deliver learning disability and mental health services across several localities in the most effective way. Ensuring quality of service delivery, value for money, competitive advantage and retention whilst adhering to and promoting Outlook Care’s values. • Maximise income across allocated services and minimise the impact of voids, arrears and operational overheads.

- Develop effective relationships, at all levels across all relevant stakeholders including local authorities, professionals, regulators, customers and families, and other stakeholders.
- To meet the requirements of registration (where applicable) as well as expectations from local authorities and commissioners.
- Using performance data take an evidenced based approach for improving the delivery of quality and safe practice within services
- To work with staff teams to embed procedural compliance across the organisation ensuring that policies and procedures are followed, supporting Team Leaders and deputy managers to do the same.
- Effective management of people, practices, performance, and budgets across several services and to ensure your Team Leaders and deputy managers are supported
- Leading and supporting with staff related processes including investigations and hearings.
- Motivate and develop staff so that assessments, interventions, and reviews are robust and ensure learning opportunities are provided for staff and peer group embedding accountability in our delivery of services
- To prepare and present reports to the Regional Manager and Director of Care and Support.
- To investigate, analyse and report on key business issues to EMT/SMT and deputise for the Regional Manager, internally and externally as required
- Contribute and enable the positive development of all staff with a clear focus on leadership and succession planning acting as a mentor to Team Leaders and deputy managers
- Participate in on call on a rota and occasionally work unsocial hours.
- Undertake other such duties as may be reasonably required by the Chief Executive or Director of Care and Support

Person Specification	
Experience, Qualifications and Specific Knowledge	<ul style="list-style-type: none"> • Previous service manager, registered manager or deputy manager level experience of managing staff, groups of services and developing excellent relationships with local authorities and maintaining high standards of compliance with Care Quality Commission regulated standards • Professional qualification or relevant workplace experience • Confident communicator with excellent presentation and interpersonal skills • Ability to manage a full and varied workload effectively to meet deadlines with the ability to work well under pressure. • Ability to work with other departments within Outlook Care and has positive relationships with others. • A customer driven problem solver who can identify solutions and instigate appropriate action and support staff teams promptly. • Strong analytical skills and is committed to continuous improvement • Focused on performance, resource conscious with a positive and enthusiastic outlook

	<ul style="list-style-type: none">• Resilient and pragmatic, understanding the commitment to a positive work/life balance• Driving licence and access to a vehicle for business use
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