

Praxis Care Job Description

Position, Title & Grade:	Head of Operations
Location:	Isle of Man
Reporting to:	Regional Director of Care
Function/Department:	Operations

Job Purpose/Summary:

The development and management of residential, domiciliary, assisted living packages, befriending and day care/work services for vulnerable adults and children. Specific responsibilities are currently mainly for services to children and adults with Learning Disability and Mental Health problems, some of whom will also have complex challenging behaviours.

Key Accountabilities:

- To Ensure that all work carried out within Praxis Care is people focused and upholds the principles of respect, privacy, dignity, fulfilment, independence and choice
- To be available, for the people we support to discuss difficulties and to act as an advocate, either within the programme or with other agencies and to oversee the development of assessment care plans and review for the people we support on a needs led individual basis
- To provide effective leadership, supervision and management of staff ensuring that all projects within the zone are fully staffed within budget and to be responsible for the management of workloads and identifying and addressing staff development needs
- To assist the Regional Director of Care with the development of projects, initial management of those projects and to formulate policies which promote quality care and ensure the rights of the people we support
- To be fully involved in the preparation of annual budgets
- To monitor and make recommendations regarding adjustments to budgets via the accounts system and to manage designated services within the finance allocated
- To liaise appropriately with carers, other professional staff, voluntary bodies and community groups in the furtherance of the clients' needs
- To participate in committees/working groups as appropriate to the duties of the post

Requirements of the Role:

- You will be required to participate in the organisation's performance management process
- To adhere to and model the organisations values behaviours and competencies at all times
- To carry out duties of the role in accordance with Praxis rules, regulations and policies
- To carry out additional duties of the role and all other required duties as and when necessary

The above mentioned duties are not exhaustive and the post holder will be required to carry out other duties as and when necessary. It should be noted that stated duties or location associated with the post may change to meet the future needs of the organisation.

	Direct/Internal	Indirect/External
Budget	0	0
Staff	Service Managers within zonal responsibility	All operational staff within zonal responsibility
Liaison & Influence	- Operational staff - People we support - Service Manager	- Health trusts and regulatory bodies - The people we support and their families - External suppliers

Criteria	Essential	Desirable
Education. Experience & Training Qualifications	4 years experience in a supervisory or management role in a health and social care setting - Qualification in: - Social Work 1st Level Nursing - Allied Health Profession - L5 in Leadership for health and social care services in relevant pathway	- Demonstrable Project Management Experience - Policy review and refinement - Experience of accredited quality systems (e.g. ISO etc) - Knowledge of the legislative and regulatory environment as it impacts on care provision in the Isle of Man - An understanding of the local commissioning and provider environment in the Isle of Man in respect of care services for people with Learning Disabilities and Mental Health needs
Skills & Competencies	Full valid driving licence and access to own vehicle	Knowledge and experience of budget management

	(If a disability precludes an individual from holding a driver's licence, it should be stated how they can meet the mobility requirement of the post) • The ability to work flexibly • Must be willing to volunteer for one event per year to assist our service users or fundraising department	
Attributes	• Display initiative • Resourceful • Level headed • Pleasant • Assertive • Diplomatic • Highly motivated • Innovative	

Decision Making Authority	Recommendation Types and Levels
• Ability to make key medium level decisions within parameters already agreed with Regional Director of Care • Can make decisions on people and budget activity within the scope of agreed budget	• Can put forward suggestions and recommendations to Project Managers regarding areas of improvements within service and suggest amendments to care plans in the best interest of the people we support • Can recommend concepts, changes and timelines to Regional Directors of care and Development