

JOB DESCRIPTION – Locality Manager

Job title	Locality Manager
Service/Department	Mental Health and Learning Disability Operations
Sector/Function	Mental Health and Learning Disability
Reports to (Job title)	Senior Manager
Grade	Grade 5
Job purpose	<p>To assist in developing and delivering Turning Point’s Mental Health and Learning Disability strategy which reflects our person centred values and recovery focus for the people we support. Concentrating on the high levels of ambition we have both for the individuals we provide support and for staff.</p> <p>To ensure contracts are managed effectively and retained, through delivery of KPIs and contract requirements, and that all budget targets are met in every service.</p> <p>To oversee the development and the delivery of annual Locality Business Plans, ensuring full compliance, service excellence and growth is delivered in the specified areas.</p> <p>To ensure financial sustainability for each contract.</p> <p>To ensure compliance in CQC inspections is met or exceeded, and continuous improvement is embedded in every service.</p> <p>To ensure performance of staff is maximised and that all staff understand their roles and responsibilities in delivering services to the highest standards.</p> <p>To achieve the above through strong inspirational leadership and management through their direct reports and by working closely with central support colleagues for the benefit of the people we support.</p>
Service Delivery and Operational Management	<p>To ensure that all services are delivered in accordance with the contract agreement to the highest possible level of quality and performance and within budget by:</p> <ul style="list-style-type: none"> ✚ Modelling practice and behaviours on a daily basis that you would wish replicated in the services ✚ Monitoring and reviewing service performance against internal standards and contractual/SLA requirements and promptly addressing performance issues. ✚ Effective people planning, recruitment, induction, coaching, development, leadership, motivation, talent management and performance management of all direct reports. ✚ Ensuring all services provide effective people leadership, deployment, management and development in accordance with Turning Point’s People Strategy and policies, capitalising on the range of development opportunities provided by Turning Point to enable staff to meet the expectations of agreed skills profiles. ✚ Holding Managers to account for delivery outcomes in accordance with

<p>Service Quality & Improvement</p>	<p>contracts including achieving the highest possible level of quality, within budget and ensuring staff performance is managed in a timely fashion.</p> <ul style="list-style-type: none"> ✚ Overseeing the management and development of clinical staff (where appropriate) so that their professional development and performance meet regulatory requirements and best practice principles. <p>To ensure the delivery of high quality, innovative, cost effective and continuously improving services which reflect our person centred values and recovery focus. To ensure we develop high levels of ambition for the people we support by:</p> <ul style="list-style-type: none"> ✚ Ensuring Turning Point's quality management processes are used effectively in all services and that an infrastructure of independent, objective and reliable checks and controls are in place and is used to inform changes to practice. ✚ Ensuring all services provide person-centred support that reflects the rights, preferences and choices of individuals in an environment that maintains the individual's dignity and well-being at all times and is free from abuse or neglect, observing agreed safeguarding practices. ✚ Ensuring all regulatory frameworks (CQC KLOEs) are met or exceeded to the highest standards and robust evidence based information is available in all services. ✚ Ensuring the IQUAT evidence base demonstrates high quality service delivery and that continuous improvement frameworks are maintained and reviewed in all services. ✚ Ensuring all appropriate outcome models are implemented and maintained in accordance with sector specific requirements and a robust outcomes evidence base is maintained via CIM (Client Information Management system) and/or other outcome management tools. ✚ Ensuring services are operating in line with Government vision and at the highest level of best practice. ✚ Keeping abreast of best practice within the sectors and working with colleagues to develop and implement innovative interventions to ensure a continuously improving experience for the people who use the services. ✚ Providing leadership, direction and support across the team to deliver continuous improvement at all levels. ✚ To promote empowerment of people we support in all that we do and ensure staff at every level fully embrace and act on this commitment. ✚ Ensuring at all times data/information provided is in accordance with contracts and Turning Point requirements.
<p>Business Development</p>	<p>To ensure existing services are retained and there is a clear growth plan and strategies in place to deliver significant growth by;</p> <ul style="list-style-type: none"> ✚ Developing and maintaining proactive, confident and effective relationships with commissioners and other stakeholders, anticipating their needs and preferences, shaping expectations ✚ Positioning Turning Point as a credible and trusted provider of support

<p>People Management</p>	<ul style="list-style-type: none"> in the region and promoting existing service delivery ✚ Continuously exploring and supporting the development of new opportunities for business growth and development ✚ Attending key forums and events to promote Turning Point and its services ✚ Meeting or exceeding agreed locality growth targets via clear planning to deliver organic growth opportunities outside the tender process through proactive dialogue with existing commissioners. ✚ Identifying opportunities for additional funding to meet gaps in local service provision. ✚ Ensuring all opportunities are maximised by managers as part of delivering operational excellence and good commissioner relationships. <p>To lead, inspire and motivate the team by:</p> <ul style="list-style-type: none"> ✚ Showing courage and strong leadership skills to empower managers, leading by example ✚ Spending time in services, ensuring that all staff understand and are engaged in the direction and objectives of their service, the business unit and Turning Point. ✚ Taking personal responsibility for managing the performance and development of managers using Turning Point’s performance management system. ✚ Ensuring that managers are fulfilling both their services’ contractual requirements and their management responsibilities with their teams. ✚ Develop, at all levels, strong capacity and capability in the art of leadership ✚ Ensure workforce plans are in existence and lead on the operationalisation of them
<p>Financial Management</p>	<p>Contribute to the development of your regions financial targets and ensure they are met by:</p> <ul style="list-style-type: none"> ✚ Working with Managers to ensure all services are focussed on achieving full cost recovery plus agreed targets as a minimum via effective financial forecasting, budget development, control and cost effective operations which reflect Turning Point’s financial procedures. ✚ Reporting progress, addressing issues and escalating concerns (including raising income collection issues with commissioners) promptly to the Head of Operations and supporting Managers in taking corrective action. ✚ Operating at all times in line with Turning Point’s financial procedures and in Turning Point’s interest when dealing with commissioners ✚ Strive to meet stretch targets. ✚ Control agency usage and ensure effective rota management and

<p>Governance and Compliance</p>	<p>deployment of staff</p> <p>Ensure that governance processes are implemented and used in accordance with stated policies, procedures and regulations so that all services achieve their compliance obligations by:</p> <ul style="list-style-type: none"> ✚ Ensuring that systems are in place to manage and monitor health and safety, risk and disaster recovery, complying with organisational codes and frameworks as well as appropriate external standards. ✚ Ensure the well-being of the individuals who use the services, employees and Turning Point's business interests by contributing to Mental health and Learning Disability risk registers and ensuring services in the area maintain and act upon service risk registers and business continuity plans. ✚ Ensure escalation happens in a timely fashion to the appropriate individuals as per the escalation process
<p>Business Planning</p>	<p>To contribute to the achievement of Mental Health and Learning Disability Services' long term goals by:</p> <ul style="list-style-type: none"> ✚ Working with the Managing Director, Head of Operations and other managers to develop the Strategy. ✚ Developing the locality plan in line with Strategy, geographical requirements and the Turning Point business plan. ✚ Communicating the strategy to your managers ensuring they align their service plans to it. ✚ Ensuring effective monitoring of compliance is in place.
<p>Property Management</p>	<p>To manage new and existing property requirements by:</p> <ul style="list-style-type: none"> ✚ Understanding lease requirements. ✚ Overseeing housing management activity, maintenance and capital works. ✚ Ensuring compliance with all legal and regulatory requirements (including the Homes and Communities Agency) and escalating issues to the Head of Operations. ✚ Working in close conjunction with the housing lead to ensure accommodation requirements are fit for purpose now and in the future ✚ To work with colleagues to secure new housing for individuals and groups as part of the business development and growth plan
<p>Communication and Strategic Support</p>	<p>To provide a pivotal role in communicating and engaging with staff as well as providing liaison between front line services, Turning Point's senior leadership</p>

		business plan. Operational delivery plans as appropriate
	Problems Solved	<p>Ensuring effective staffing across services where there could be resource conflicts.</p> <p>Policy implementation and monitoring – guidelines will frequently be readily available but how they are implemented or monitored is not always defined.</p> <p>Maintaining viability at time of increasing financial pressures and eroding margins.</p> <p>Making decisions that balance operational/technical and commercial considerations.</p> <p>Representing TP positively and influencing commissioners so that we are the provider of choice and can transform our services to meet changing national and local agenda.</p>
	Financial authority limits	Accountable for aggregated budgets of all services in the region.
	On call	Participate in on call rota