JOB DESCRIPTION

JOB TITLE: **AREA MANAGER**

LOCATION: **Based across Oban and Inverness**
(Requirement to travel to various Service locations)

HOURS PER WEEK: **35**

SALARY SCALE: **£45,000 pro rata.**

PURPOSE OF THE JOB

The Area Manager's role is to oversee the operational management of services in specified geographical areas to ensure that the Association's strategic vision, values and mission statement is achieved and being adhered to. The post holder will report directly to and be supervised by the Head of Service Delivery.

MAIN DUTIES AND RESPONSIBILITIES

1. To ensure the effective implementation of the Association's operational policies and procedures.
2. To provide leadership and management to Service Management teams.
3. To ensure that services within the Area Manager's remit achieve Association Quality Performance standards and the Care Inspectorate Standards
4. To contribute to the Service Development & Evaluation process in line with current legislation and good practice.
5. To develop and maintain appropriate relationships with Care Inspectorate, Commissioners, Local Authorities and other partner agencies.
6. To participate in the recruitment and selection process of management and to contribute to the induction process where applicable.
7. To collate and investigate service user/staff complaints
8. To participate as appropriate in grievance and disciplinary matters relating to operational staff.
9. To undertake/regular service inspection visits and implement Quality Assurance processes in line with Care Inspectorate Quality Improvement Framework with a view to continuous improvement
10. To participate in the Association's supervision, appraisal and personal development and training processes
11. To attend all relevant training as required
12. To give approval for terminations of occupancy.

13. To provide reports as appropriate
14. To participate in the monitoring of financial performance of services
15. To provide support and guidance to Services Managers by participating in the Association's on call system and co-ordinating regular meetings with the relevant Service Managers.
16. To respond effectively to operational crises.
17. To contribute towards the Association's Strategic Planning Process.
18. To participate in operational events, as appropriate.
19. To participate in the Association's response to regulatory inspection report
20. To participate in the property management process.
21. To monitor occupancy levels across the services in the specified area.
22. To monitor service delivery targets both within residential and outreach support services.
23. To participate in the implementation phase of new projects and services.
24. To represent and promote the Association at appropriate networking events.
25. To undertake any other reasonable duties as instructed by the Regional Service Delivery Managers and Head of Operations

PERSON SPECIFICATION

	Essential	**Desirable**
Qualifications/ Education	• SVQ in Social Services and Healthcare at SCQF level 9 (SVQ 4)	• Management Qualification with 3 + years of management and leadership experience
Knowledge	• National Care Standards • SSSC Codes of Practice • Housing and homelessness legislation • Working with people affected by addiction • Working with people being supported by or receiving inputs from multiple agencies • Person-Centred, Trauma-Informed, and Wellbeing-Focused approaches • Recovery from Addiction & Mental Health • Issues experienced due to	• Rights, Respect, Recovery • MAT Standards • Recovery Orientated Systems of Care (ROSC) • Recovery Communities • Harm Reduction Approaches • Issues related to boundaries, attachment disorder • Understanding and practical application of sector wide legislation

	trauma and life-impacts • Complex and interdependent factors in people's lives that prevent them engaging and fulfilling their potential • Tenancy sustainment	
Experience	• Managing and motivating a team. . • Team working across multiple partners to promote collaboration and asset sharing • Working with addiction and mental health issues • Working with challenging behaviour • Supporting people to manage their tenancy and connect into their local community • Capturing support outcomes (hard and soft) • Recording information for daily reports, weekly summaries and review updates • Understanding support planning • Working with people who have trauma experienced backgrounds	• Multi-agency partnership working
Skills / Abilities	• To be creative, to bring ideas, and to be solution-focused to overcome obstacles and challenges • To build trusted relationships with supported people • To be connected with and respected by partners • To be appropriately assertiveness when needed	• Identifying need, planning and facilitating inputs for others

	to reduce harm or to motivate for success • To prioritise work under pressure • Planning/organising work schedules • To develop and sustain positive and appropriate relationships with supported people and partners • Ability to motivate people • Ability to identify potential issues • Ability to problem solve • To communicate and act clearly and appropriately in all circumstances, in line with data protection, confidentiality and all statutory requirements, including team meetings. • Good IT skills	
Personal Qualities	• Personal values in line with Blue Triangle's values. • Flexible, adaptable and reliable. • Friendly, calm and personable. • Patient, resilient and tolerant. • Compassionate	
Personal Circumstances	• Ability to work across specified areas	