

## **Manager Thumbs Up Charitable Trust Service**



### **Job Description**

#### **Primary Objective:**

Develop and provide a community engagement/vocational service to each of Thumbs Up Trust's service users that meets their needs and aspirations, which extends their skills, abilities and interests, and which supports them to build positive roles and relationships within their communities.

#### **Responsible to:**

Thumbs Up Charitable Trust Board

It is the responsibility of the Manager to address key management and operational issues within the direction and the policies laid down by the board.

#### **Responsible for:**

Staff

Volunteers

Contractors

Service users

#### **Working Conditions:**

Salaried. This position is primarily Monday to Friday, core hours 8.30 to 5.00, forty hours a week; allowing whatever time it takes to meet the requirements of the position.

#### **Key Tasks and Performance Measures/Expected Results**

It is expected that the manager will build relationships with the people Thumbs Up supports and knows them as individuals. This means spending some time participating in group activities and when required providing hands-on additional support.

Task	Performance Measures/Expected Results
<p>Contribute to each service user having a “good life” by delivering a high quality, rich and varied community engagement/vocational service.</p>	<p>Service users and their families/advocates are satisfied with the service provided and stakeholder survey feedback is positive.</p> <p>Service users are actively and positively engaged in a wide range of activities, from which they derive enjoyment and satisfaction, develop skills and interests, and build positive roles and relationships.</p> <p>Service users are treated with respect and courtesy at all times.</p> <p>Service users contribute to their community by taking on valued roles both within and outside of the Thumbs Up Service.</p> <p>Service users’ challenging behaviour is managed in a professional, positive and effective way.</p> <p>Personal plans are completed annually, are reviewed and if necessary amended every term, and are used as the basis for each individual’s service planning.</p> <p>Parents and / or families are involved in the planning process of all service users’ personal plans.</p> <p>Service users and families are listened to and staff work in partnership with them.</p> <p>New opportunities for building positive roles and relationships are constantly sought and thoroughly researched to ensure they are beneficial to service users.</p> <p>Effective monitoring of progress is undertaken and results of improvements are demonstrated in the outcomes achieved with service users.</p> <p>Service planning is consistent with Thumbs Up Trust’s vision, values, strategic direction and business plan.</p> <p>A good knowledge of developments in the sector is demonstrated and is communicated to staff and families.</p> <p>Systems and culture are created to ensure continuous improvement in service delivery.</p>

	<p>Service is regularly monitored and evaluated via internal and external review systems.</p>
<p>Apply processes to ensure the goals prioritised in the strategic plan are achieved in a timely manner.</p>	<p>Develop an operational plan to achieve the strategic plan.</p> <p>Develop systems and processes relating to both the operational plan and the strategic plan of the organisation which allow for the completion of the objectives outlined in those plans.</p> <p>Regularly review progress towards these plans and ensure the Board is informed of any unforeseen delays in the delivery of the strategic and operational plans.</p>
<p>Apply effective human resources practices in accordance with legislation, Thumbs Up Trust policies and best practice. (Recruitment, performance management, professional development)</p>	<p>Staff members have the required values, knowledge and competencies to meet service users' goals and needs, and to contribute to the overall quality of the service (recruitment, training, and performance management functions).</p> <p>Staff members are aware of current trends in services for people with an intellectual disability and are skilled in the use of practical strategies to support people with disabilities.</p> <p>All staff members have individual performance reviews, at least annually, using a performance appraisal system to assess personal performance in the job, to identify needs for development and training and to agree on and facilitate follow-up actions.</p> <p>Staff members are routinely mentored and coached and given professional development/training.</p> <p>Staff members are clear about what is expected of them, receive appropriate support to enable them to meet their performance objectives and their progress is monitored.</p> <p>Staff members are part of a productive and supportive team in which there are relationships of respect and trust.</p> <p>Staff meetings provide forums for staff to contribute to the development of and improvement to the service.</p>

Establish and maintain positive relationships and networks with key individuals and organisations in the community.	<p>There is regular contact with families, guardians and advocates of service-users, using a variety of modes of communication.</p> <p>Relationships and interactions with other organisations that can benefit the delivery of service at Thumbs Up are pursued and nurtured.</p>
Manage finances and resources according to the organisation's financial standards, policies and procedures.	<p>Develop the annual budget, manage day-to-day operations within the budget, and constantly monitor expenditure and income to ensure it is within budget.</p> <p>Agreed staffing levels are adhered to.</p> <p>Financial control systems, policies and procedures are adhered to.</p> <p>Income is generated through grant applications and board-approved fundraising events or projects.</p>
Provide a healthy and safe work environment for staff and service users and ensure that everyone uses safe practices at all times. Maintain an effective risk management framework.	<p>The service is safe for service users and staff.</p> <p>All staff work in a safe way, use approved procedures and actively participate in training and health and safety initiatives.</p>
Complete all organisational reporting professionally and on time.	<p>Up-to-date records are maintained.</p> <p>Regular internal and external reporting requirements are fulfilled.</p> <p>All external reports (i.e. MSD, ACC) are completed within timeframes and meet organisational standards.</p> <p>Comprehensive reports are provided as required to the board of trustees.</p>
Carry out any additional duties that are requested.	<p>All other additional duties are performed in an efficient manner, to the required standard, and within a negotiated timeframe.</p> <p>Participate actively in a positive manner in additional duties, as requested.</p>

The above list of job tasks is not exclusive or exhaustive. There will on occasion be certain tasks that are beyond the scope of the job description that will require completion, to be completed by agreement between the board and the manager.

This job description will be reviewed and modified to ensure it is an accurate representation of the position. It will be reviewed annually, or as required and at the request of either the board or the manager.

This document complements the Person Specification for the Manager of Thumbs Up Charitable Trust Service, see next page.

## Manager Thumbs Up Charitable Trust Service



### Person Specification

The ideal appointee will have the following experience, qualifications and personal attributes:

#### Experience

##### **Management Experience**

- Management of staff—met workforce requirements to achieve objectives, selected suitable staff, planned and facilitated the development of staff, managed staff performance, provided appropriate reward and recognition, prevented and resolved labour issues, created a positive team approach of working
- Financial management – translated objectives into budgets; managed finances within budget; generated income
- Developed and maintained procedures and systems to ensure objectives are met
- Complied with relevant regulations and standards
- Developed operational plans and processes to achieve strategic priorities

##### **Leadership experience in working with people with disabilities**

- Worked with people with significant intellectual and physical disabilities
- Demonstrated understanding of the concept of community inclusion and individualised services and application of this understanding
- Supported service users with personal cares
- Supported people with disabilities who have challenging behaviours to protect the service user, oneself, and others and to modify behaviour
- Developed and used service user personal plans and goals

#### Qualifications

- A relevant tertiary qualification

#### Personal Attributes and Skills:

- Committed to exploring and delivering innovative, community-focused services with Thumbs Up Trust service users
- Able to build and sustain effective relationships both internally and externally
- Highly motivated, flexible, energetic, enthusiastic and with excellent initiative and problem solving skills
- Possess excellent time-management skills – organise own work schedule, able to prioritise tasks and manage workloads
- Have excellent oral and written communication skills—ability to convey thoughts, listen and understand others
- Have Information technology skills—able to use Microsoft Office programmes
- Have superior leadership skills
- Committed to continued self development and learning
- Think strategically while attending to details.