

SCOTTISH AUTISM

Embracing difference,
leading change

Services Manager

About Scottish Autism

Scottish Autism seeks to promote and provide care, education, support and opportunities for people with autism of all ages throughout Scotland. We work tirelessly to create a world where autistic people are understood and enabled to lead meaningful, fulfilling and happy lives as valued members of the community.

A key expectation of everyone who works for Scottish Autism is that they live and breathe our values; Collaboration, Change Makers, Compassion and Contribution. Our values come into play throughout everything we do at work – how we work together, and how we deliver services to the people we support and to the people we work alongside.

The Role:

Reporting to the Regional Manager, the Services Manager is responsible for the management of a group of services within a region. These may be residential, day, outreach or housing support services or a combination of these.

Key tasks and responsibilities:

- To lead as Registered Managers' accountable to Care Inspectorate and ensure support provision reflects the values, aims and

objectives of the organisation.

- To lead contact and manage relationships with all relevant regulatory bodies.
- To lead and support regional Safeguarding concerns and training.
- To lead and strategically develop services for autistic people, including new provision and growth within the locality, develop and maintain relationships with Health and Social Care Partnership commissioners. Understand and respond to individual and regional needs for autistic people and their families.
- To coach, lead and develop front line managers (SAP's) and staff teams to autonomously deliver high quality support provision in line with Scottish Autism's policies and procedures, Care Inspectorate and SSSC.
- To plan and lead on quality assurance within the region to ensure service provision is of the highest quality, reflects best practice and drive improvement.
- To coach and mentor leadership development; support front line managers (SAP'S) to identify their individualised learning pathway and work towards achieving the objectives and to identify and develop future leaders.
- To promote and support wellbeing of frontline managers (SAP's) and staff teams.
- To manage and audit service budgets in line with staffing and service costs through collaboration with Regional Manager and Finance Business Partner and report on revenue streams and framework agreements. Managing spot purchases with commissioning and finance.
- To be accountable for authorised spending in line with organisational policy.
- To contribute to policy development and ensure policy aligns with operational needs and wider social care initiatives. To ensure that practice is policy-informed and understood within regions.
- To lead a positive change management culture.

- To develop your own, frontline managers (SAP's) and the teams' understanding of low arousal support, implementing Studio 3 principles, focusing on reducing restraint and achieving Scottish Autism's aspiration of eliminating restraint.
- To act as an ambassador to promote Scottish Autism's values and to represent the rights of autistic people. Participate in provider/ local authority forums and nurture community links to support better outcomes for the service and the wider communities we engage with.
- To monitor and co-ordinate on call and participate where appropriate. Provide support to on call front line managers (SAP'S) in response to emergency situations and safeguarding concerns.
- To contribute to the strategic and operational development and knowledge share through active participation within internal and external management forums.
- To liaise with all internal partners to provide key regional information and resolve issues.
- To lead, report on and monitor outcomes for employee relation cases- conflict resolution, attendance management, grievance, complaints, investigations, disciplinary and capability.
- To actively identify a personalised learning pathway, complete all mandatory training and engage with and contribute to the 1:1 and review process.
- To monitor FTE across the region, ensuring that service rotas are reflective of the needs of supported individuals and meet safe staffing levels.
- To quality assure the design of the care environment to ensure it meets individual and area needs and complies with Health and Social Care standards. Anticipate changes and improvements to the support environment and feed that into local area planning.

- To lead, plan and support the delivery of training within the region and organisationally through collaboration with CPI and external agencies as required.
- To lead on regional recruitment processes in line with safer recruitment practices and commissioned service hours/budgets in collaboration with HR and Finance Business Partner.
- To contribute to the growth and development of services within regional plans and drive forward service improvement and development. Participate in organisational project groups to support future development of SA.
- Other duties and tasks as may be required by the Regional Manager.

Skills and Attributes

- To be a good leader, mentor and coach who achieves objectives identified by supported individuals and teams.
- Coaching skills to support staff to identify their personalised learning pathway.
- Excellent communication skills with the ability to engage with supported individuals, their families and other stakeholders.
- Demonstrable agility in approach and able to work autonomously.
- Demonstrably good organisational and time management skills to ensure operational deadlines are achieved.
- High levels of accuracy, with excellent attention to detail.
- Skilled in recording information and safeguarding protocols.
- Confident in mediating conflict and having difficult conversations, including offering wellbeing support to others.
- Extensive knowledge and implementation of financial processes to manage service budget, including procurement.
- Confident in making decisions regarding day to day operations as well as longer term planning for the region.

- Representing Scottish Autism to external partners, reflecting our values and advocating for autistic individuals.
- To develop and deliver training as required.

Knowledge and Experience

- Hold or be willing to work towards SVQ 4 in Health and Social Care and Leadership and Management Certificate in line with registration requirements of the Scottish Social Services Council.
- To have 3-5 years leadership experience within the social care sector.
- Experience of being an excellent leader, mentor and coach who achieves objectives identified by supported individuals and staff teams.
- Strong knowledge and confidence in using IT systems.
- Extensive knowledge of Autism and current best practice.
- Experience in successfully influencing and managing change to be a change maker.
- To understand and implement Scottish Autism's policies, Care Inspectorate and SSSC regulations.