

Monmouthshire County Council

JOB DESCRIPTION

Department: Housing & Communities

Title of Post: **Careline Manager**

Post Number:

Responsible To: Housing & Communities Manager

Location: Ty'r Efail, Lower Mill Field, Pontypool

Hours: 28 Hours per week

Grade: **SCP 41-45**

Job Purpose

1. To manage the staff, budget and services that support and facilitate Careline and assistive technology
2. To ensure high levels of performance and continuous improvement, demonstrate the delivery of positive outcomes and high levels of engagement with stakeholders
3. Support the development of all housing related strategies and policies that contribute to corporate and strategic priorities
4. Develop innovative, enterprising and commercial solutions that contribute to strategic and corporate priorities including the reduction of costs and generating new income

Key Responsibilities & Duties

1. Establishing and maintaining mechanisms for understanding and monitoring related housing need and demand in Monmouthshire to inform strategic housing development.
5. To ensure any necessary strategies, policies and procedures are in place to reflect legal, regulatory requirements and local priorities and to ensure these are regularly reviewed

6. To proactively engage and promote positive relationships with stakeholders to help deliver services that promote independent and sustainable living and support wider priorities eg Social Care and Health priorities.
7. To support and contribute to the development and delivery of arising and wider Housing & Community initiatives,
8. To effectively manage the performance of the Careline Team including undertaking monthly and quarterly performance monitoring and contributing to team and corporate plans.
9. Ensure mechanisms are in place to effectively engage with residents to understand the impact of services and provide assurance that services provide high levels of satisfaction and are valued by users
10. Managing and supervising the Careline Team and individual officers within to maximise performance and support staff development.
11. To utilise performance management techniques to support and achieve improvements eg lean; benchmarking; coaching etc
12. Utilise partnerships to support service deliver eg Care & Repair, Supporting People, Social Care, Health etc Where applicable develop and monitor service level agreements
13. To manage the effective delivery of the Careline assistive technology service, with a focus on increasing the customer base, reducing operational costs and maximising income. A key focus is to support Social Care and Health with their wider priorities
14. To be responsible for developing a commercial approach to the marketing of Careline and streamlining activity into day to day operations, with a focus on attracting new clients.
15. To oversee all aspects of the delivery of the Careline service – equipment purchase; installation and collection; maintenance and billing
16. To oversee the Careline database and its on-going development with regards to enhancing efficiency and providing information eg performance information
17. To proactively identify new opportunities and partnerships in order to develop the service and expand the use of assistive technology

Other Responsibilities

18. To proactively seek to identify and secure new and additional funding sources
19. To proactively identify opportunities to work in partnership and collaboratively, particularly in order to reduce costs, generate income and improve performance.

20. To liaise closely with internal and external agencies with regards to service delivery and maximising performance eg Occupational Therapists; Care & Repair; Alarm Control Centre; Energy Advice Agency etc. Where necessary, develop and monitor Service Level Agreements determining targets and standards.
21. To comply and liaise closely with corporate financial policies and procedures and monitor the associated revenue and capital budgets, including the provision of regular budget reports.
22. To provide regular budget projections and liaise closely with the team accountant.
23. To be responsible for health & safety and safe working practices for self and others in accordance with the Council's Health & Safety Policy

MONMOUTHSHIRE COUNTY COUNCIL

Housing & Communities

PERSON SPECIFICATION

JOB TITLE: Careline Manager

AREA/TEAM: Careline - Housing & Communities

REQUIREMENTS	WEIGHTING HIGH / MEDIUM / LOW	HOW TESTED
1. EDUCATION/QUALIFICATION KNOWLEDGE		
1. knowledge of assistive technology	High	Application Form/Interview
3. Educated to degree level or equivalent in a relevant subject(s) or relevant professional/vocational qualification (assistive technology related and/or management related)	Medium	
4. Knowledge/awareness of housing issues particularly in relation to older people/vulnerable people and social care and health and best practice	Medium	Application Form/Interview
2. EXPERIENCE		
1. Relevant experience of working in assistive technology, including understanding of national policy	High	Application Form/Interview
2. Experience of staff supervision and management	High	Application Form/Interview
3. Experience of budgeting management and control	High	Application Form/Interview
4. Experience of performance management	High	Application/Interview
5. Commercial & marketing experience	Medium	
6. Experience of working at a strategic level, particularly demonstrating the delivery of housing activity to address wider priorities	High	
3. COMMUNICATION / INTERPERSONAL SKILLS		
10. Must be able to communicate		

well, both verbally and in writing in a variety of settings and with a variety of groups eg. councillors, other staff, directorates, voluntary sector, contractors.	High	Application Form/Interview
11. Must have negotiation skills for use in difficult situations.	HIGH	Application Form/Interview
12. Ability to prepare and present reports to a variety of audiences.	HIGH	Application Form/Interview
13. Must be able to supervise and communicate clearly with staff	High	Application Form/Interview
4. APTITUDE AND SKILLS		
14. Be able to organise and prioritise the work of the Team	High	Application Form/Interview
15. Be able to work on own initiative and demonstrate an ability to organise own time and workload	High	“
16. Be able to produce and analyse financial and management information	High	“
17. Hold a driving licence	High	“
18. Able to manage and control devolved revenue and capital budgets	High	“
19. Be able to demonstrate an ability for partnership working and joint approach to problem solving	Medium	“
5. EQUAL OPPORTUNITIES		
20. Must be able to demonstrate a clear understanding of Equal Opportunities, principles and practice and a commitment to the effective implementation in a Social & Housing Services context	High	“