



Job Description

Job Title	Resource Manager
Directorate	Adult Services and Health
Service Area	Assessment Care Delivery
Grade	8
Competency Level	2
Salary	£43,421 - £48,474
Job Type	Office Based
Location	City Wide
Disclosure and barring service (DBS)	Enhanced DBS
Job Evaluation Ref No	

Job Purpose

To act as the registered manager of an integrated health and social care community hub / community resource facility. The postholder will lead a staff team with the delivery of an outcome focussed service which is provided in partnership with health and social care practitioners.

Directly Responsible For:

Team Organisers / Community Support Workers / Resource Support Officers / Ancillary staff



Directly Responsible To:

Community Manager

Main Areas of Responsibility:

1. To plan and coordinate the delivery of a step up/ step down model of care and support.
2. To ensure community hubs are fit for purpose and deliver a responsive service which is flexible and accessible to communities.
3. To work closely with GPs and social and health care practitioners in the delivery of an integrated discharge to assess model of support. To work in partnership or as part of an integrated team of allied health professionals.
4. To manage and supervise staff in accordance with the Councils performance management framework, including attendance, grievance and disciplinary
5. To support team organisers through training, coaching and mentoring.
6. To ensure hubs achieve performance targets, goals and service objectives.
7. To develop and manage effective partnerships with neighbourhoods and other professionals to deliver services and improvements.
8. To ensure services comply with the National Minimum Care Standards, Quality Assessment Framework (QAF) and Care Quality Commission standards.
9. To manage the service in accordance with financial regulations, policies and procedures.
10. To prepare staff rotas and organise annual leave.
11. To act as the registered manager for services regulated by Care Quality Commission.
12. To manage building and work environments in accordance with Health and Safety Regulations and Council Procedures.
13. Managing and developing customer relations and customer services.



14. To carry out the administering of medication as and when required including the monitoring and delivery of medication and the correct administration of medication records.
15. Carry out necessary administrative procedures maintaining appropriate records of work within agreed service standards.
16. To ensure services operate within budget.
17. To undertake other duties and responsibilities of an equivalent nature as maybe determined by a senior manager from time to time.
18. To carry out duties with full regard to the Council's Equal Opportunities Policy.
19. Availability / requirement to work from (or into) any location within the city boundary and to conform to the standards and working practices of each location utilised by the service.
20. As required work within 7 day service between 8am and 10pm, including working on rota if required.

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development.
- Manages performance and behavioural issues effectively.

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.
- Monitor financial performance and deliver within budget.
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate.



- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies.

Social Value Responsibility:

Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

Physical Demands of the Job:

None

Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills



required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency **level 2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.



Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Educated to degree level or equivalent Health or Social Work qualification (A)

Desirable

- Evidence of continuous professional development

Experience

Essential

- Previous management experience in the supervision of staff and management of social care resources (A)
- Demonstrate record of achievement in delivering change, transformation and continuous improvement (A/I)
- Demonstrate experience in joint working with key stakeholders (A/I)
- Demonstrate experience of neighbourhoods and community working (A/I)
- Demonstrate effective management of medications (A/I)

Desirable

- Relevant experience working in a complex organisation



Skills/Abilities

Desirable

- Ability to lead a diverse workforce and manage complex situations.
- Ability to work flexibly and resolve difficult challenges
- Ability to organise & prioritise efficiently and effectively to meet deadlines
- Ability to develop and operate within effective performance management. culture governed by responsibility and accountability
- Ability to manage and build relationships with, key stakeholders, agencies and professional groups Commitment
- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the enhanced level
 - Expectation that the post holder will contribute to the City Council's Equality Scheme and ensure that they discharge their duties in an anti-oppressive and non-discriminatory manner (A/I)
- Post holder will be expected to demonstrate an ability to interpret and respond to customer care issues affecting the provision of services to both internal and external customers (A/I)