



Job Title:	Service Manager
Location:	Christopher Lodge
Salary:	£27,066 p.a. £33,832.50 FTE
Hours per week	30 hours per week
Status:	Permanent
Reporting to:	Registered Manager
Date of last review:	April 2026

JOB DESCRIPTION – KEY RESPONSIBILITIES

Summary of Role

The role of Service manager is to provide a stable, homely environment that meets the individual needs of each client within the service. This will be achieved through holistic care planning and positive staff management.

The Service Manager shall have line responsibility for all aspects of managing the service although it is recognised that specific actions may be the responsibility of other senior managers.

Given the varied demands placed on this post, the post holder will need to be flexible and willing to adapt to ever changing demands.

Main Responsibilities

Client Care

1. Promoting the core values of privacy, dignity, independence and promotion of individuality and self-esteem.
2. Working in conjunction with other agencies and staff, the Service Manager will lead in the preparation, implementation and monitoring of care plans ensuring they are person centered. Care plans should be done in accordance with the charity's procedures to ensure that residents' social, psychological, spiritual and physical needs are met. The Service Manager shall monitor performance and actions against the Care Plans to ensure they are being fulfilled and amend the Plans as necessary.
3. Ensuring that clients' health is regularly reviewed and monitored, that medical advice is sought when necessary and that medical appointments are attended and followed up.
4. Undertaking the review process for each client (including preparation or reports, chairing review meetings and agreeing plans of action) | accordance with the charity's procedures.
5. Undertaking assessments for individuals who are looking to receive a service, reviewing assessments for existing clients and devising individual packages of care with the Head of Care.
6. Ensuring all relevant records are maintained and completed (care records and other associated with the Service).
7. Assist in the planning of menus to ensure that all clients' dietary requirements are met and ensuring that food is presented and served to a high quality by the staff team. Ensuring the clients are involved throughout the whole menu planning and preparation process.
8. Appointing a key worker for each resident and ensure staff understand and fulfil the role.
9. To work positively with professionals from health, social services and other professions, consulting them when required in order to benefit clients and address their needs.

10. Maintaining and encouraging good working relationships with families.

Building and budget management

11. Assisting in maintenance planning for the service and reporting any requirements to the Finance Manager.
12. Managing the domestic team for their service to ensure high standards of cleanliness, tidiness and good up-keep of the service, and initiate such action as may be necessary to resolve any problems.
13. To monitor or agree purchasing in relation to the individual service.
14. Working with the Finance Manager to monitor budgets allocated for the service and assist the Finance Manager in ensuring that finances for clients within the service are managed appropriately.
15. Ensuring that health and safety procedures are carried out in the service, undertaking such health and safety checks as are allocated to Service Managers and reporting any deficiencies or problems to the Health & Safety Officer.

Staff Management

16. Providing effective supervision to both Senior Support Workers and Support staff (as required) ensuring that the development and training needs of all staff within the team are met.
17. Keeping written records of regular support and supervision meetings and appraisals.
18. Monitoring the performance of staff and reporting concerns to the Senior Management Team.
19. Assisting the Head of Care as instructed in the application of the Charity's staff management and disciplinary procedures.
20. Arranging, chairing and minuting regular team meetings, ensuring that the team follows up agreed actions. Holding or attending other relevant meetings and events as required.
21. Ordering and administering medication and ensuring that other staff are competent to do so if required.
22. Ensuring that sufficient numbers of senior and support staff are on duty at all times (including doing rotas), managing annual leave and any other absence to ensure that this is the case.
23. Delegating tasks and responsibilities to other team members as agreed with the Head of Care.

Other as required

24. To assist in the development and implementation of the quality assurance management system at Northam Lodge to ensure the maintenance of the highest standards of care in accordance with CQC.
25. Each Service Manager will be part of a rota basis to take be the nominated person on call (for which a pay enhancement will be made).
26. To undertake such other duties as may be commensurate with the post as instructed by the Head of Care or other senior managers.

PERSON SPECIFICATION	
Essential Criteria	<ul style="list-style-type: none"> • Passionate about making a difference in the life of people with Learning and other Disabilities. • Experience of supporting people or of working in a social care setting. • A positive leadership style. • Clear written and verbal communication style, including excellent numeracy and literacy skills, and the ability to perform investigations and produce details reports as required. • Proficient IT skills to include a good range of Microsoft applications and additional service delivery and management tools. • To be willing to undertake required training, sometimes outside normal working hours. • To be willing and able to travel between locations as required. • To be available for flexible working patterns including evenings, weekends, sleep-ins and nights as well as sharing out of hours on call duties as required. • Ensuring all teams work towards and understand the key principles of Right Support, Right Care, Right Culture as defined by CQC guidance.
Desirable Criteria	<ul style="list-style-type: none"> • Experience in a leadership role in social care • Social care qualification or equivalent.