

DEFENCE MEDICAL WELFARE SERVICE

JOB DESCRIPTION

AREA MANAGER



Key Responsibilities

The main focus of the role is to ensure the successful delivery of DMWS's service to contractual partners and to provide effective leadership to their Departments. The post-holder will also have an external focus as an ambassador of DMWS, building excellent working relationships with partners and looking for opportunities for expansion. They will also income generate through effective business networking. This is a mobile and deployable role.

Primary Outputs

- Assuring a first class service is provided to patients and families through monitoring of the delivery of excellent welfare services.
- Line management of welfare officers in departments
- Bespoke Service Delivery Plans are developed, implemented and monitored for specific locations and mirror the organisational and business plans.
- Producing management information reports and ensuring all data is captured and reported.
- Risks to service delivery are quickly identified, responded to and resolved at the lowest level and reported or passed up the management chain as appropriate.
- Understanding of specific SLA's and KPI's against each contract being delivered within their region, whilst ensuring delivery capability is in place to deliver against the SLA's and KPI's.
- Service Audits are conducted and Departmental Standards are maintained and continually improved. Information is analysed and performance reports are generated in a timely and accurate fashion. Any training defects to be identified and passed to the Head of Operations with solutions.
- Excellent working relationships are created, developed and maintained at Hospitals, Primary and Secondary Healthcare Organisations, Local

Authorities, Rehabilitation and Recovery Centres and with other external stakeholders and potential partners.

- Duty to communicate effectively on a 360 degree basis including cascade and reporting of information.
- Excellent internal working relationships are developed and maintained through strong and effective leadership and management and communication is transparent and comprehensive.
- Through being a pro-active ambassador, excellent marketing and public relations of DMWS takes place.
- Business development opportunities are identified researched and passed on to the Head of Commissioning and Performance and the Head of Business Operations.
- Income is generated through innovative fundraising which maximises donations and meets the service income generation targets.
- The services reflect the culture of DMWS and they celebrate diversity, engage staff and help the organisation to be an employer of choice. Identification of suitable potential recruits.
- The services operate in a safe and healthy work environment.
- Service user welfare accommodations is properly managed and prioritised to best use.
- Petty cash is efficiently and accurately accounted for and managed and proper management checks are in place to ensure probity.
- In conjunction with the Business Support Manger/HR, excellent Welfare Officers are recruited, trained, motivated and well managed.
- The Welfare Officers are effectively line managed and have clear objectives which reflect the goals and mission of DMWS; and which are monitored throughout probation and during the supervision and appraisal process.
- Performance, leave and absence are well managed. Disciplinary matters are fully investigated and reported to the Head of Business Operations for decision.
- Effective coaching and mentoring of the Welfare Officer occurs leading to enhanced welfare services delivery.
- Ensuring that Clinical supervision is accessed regularly by team members.

- Commendations, good news stories and positive reporting are delivered, recorded and passed to the Senior Management Team for celebration, impact reporting and marketing purposes.
- Area Managers participate fully in the duty management rota.

Personal Characteristics

- Excellent communications skills
- Proven successful management skills
- Proactive self-starter and problem solver
- Confidence to deliver positive high impact presentations
- Passionate about welfare services
- Excellent and effective interpersonal skills
- Loyal and hardworking

Minimum Expertise

- Experience of successfully managing and motivating a team
- Strong verbal and written communications skills
- Proven and successful track record of working in a health, care and support or welfare environment
- Financial awareness and cash management
- Ability to be a great ambassador for the organisation
- Ability to create productive public relations and marketing opportunities
- Ability to create and manage working relationships with strategic partners and stakeholders
- Evidence of the ability to practice a high level of confidentiality
- Proficient in Microsoft Office, including the ability to design and manipulate data using Excel
- Able to conduct service audits and produce reports at a high level
- Coaching and mentoring skills
- Able to evidence lifelong learning and continuing professional development
- Empathy with service life/a health and social care environment
- A current full driving licence

- Prepared to travel on a regular basis

Desired Expertise

- A recognised management qualification at Level 4