

# Reach Centre Manager



## Job Purpose:

Support Reach Learning Disability's strategic plan, ethos and objectives by effectively managing services and achieving targets for a Reach Centre working with staff, volunteers and resources.

Maintain and progress the development of the Reach Centre and its programmes to meet the needs of adults with learning disabilities in the Centre area in collaboration with their families, care providers, other agencies and the local authority.

## Key Responsibilities:

### General

Manage day-to-day operational aspects of the Reach Centre, implementing relevant updates to the operations manual as and when required.

Liaise with the Day Services Manager on a regular basis and communicate required management information.

Promote the profile of the Reach Centre effectively and raise awareness of the charity and its aims more widely within the community.

### Management and maintenance of the garden and its development

Lead on-site garden development, manage projects and oversee the work delivered.

Manage all practical horticulture within the garden.

### Administrative

Comply with and help to enforce Reach's policies, procedures and quality standards.

Ensure project/client assessment, planning, monitoring and evaluation documentation is completed.

Be responsible for health and safety at the centre; compiling risk assessments and keeping health and safety records accurate and up to date.

### Financial

Manage and account for the Reach Centre's income and expenditure within the authority delegated.

Effectively monitor, liaise and maintain the current system of personal budget income from clients.

Initiate and support reasonable local fundraising opportunities approved by the Fundraising Director.

### Team and Clients

Maintain and develop a varied and extensive range of activities and learning opportunities for clients.

Manage day-to-day client interaction with the Reach Centre.

Work with the Volunteer Manager to recruit, co-ordinate and manage a team of suitable volunteers.

Identify staff training needs and develop and manage training opportunities.

Facilitate and lead regular team meetings effectively.

Manage staff issues and support Reach Centre's team (staff and volunteers) effectively.

Encourage and promote ideas and suggestions for improvement by team members.

Motivate the Reach Centre team by recognising and rewarding good performance, ideas etc.

Identify and manage conflict within the team or client group, escalating issues if necessary, to resolve disputes efficiently

To be responsible for the safeguarding of individuals including undertaking the role of referrer.

## Other Duties:

Generally, support the Day Services Manager in the development of the service.

Positively represent Reach at voluntary sector and learning disability meetings as required.

Attend and report to management, planning or project meetings as required.

Work with external agencies such as Inspire Adult and Community Learning.

Support the Fundraising Director to develop funding streams.

Report as necessary on financial matters to the Day Services Manager and the Senior Management Team.

Communicate effectively with all team members across the organisation.

As the Manager you have overall responsibility for ensuring a safe service and may be required to cover classes and work with individuals on a 1:1 basis if necessary.

**Key Skills/Qualifications:**

Management experience  
Adult Social Care experience  
English and Numeracy

Team Building and Leading  
Planning  
IT

Cost Centre Management  
Health & Safety  
HR

**Personal Attributes:**

Drive and enthusiasm  
Commitment to raising standards  
Approachability and empathy  
Creative approaches to problem solving  
Flexibility and adaptability  
Planning and organising