



Training provided by

**IMPACT
FUTURES**

LEVEL 5

OPERATIONS MANAGER IN ADULT CARE

Leadership and management training for operational managers



From small acorns, great oak trees grow!



Operations Manager in Adult Care

APPRENTICESHIP STANDARD

The Level 5 Operations Manager Apprenticeship is designed for those supervisors or managers looking to move to a more senior management role in the health and social care sector.

It will introduce learners to key concepts that will equip them with the skills, creativity and vision that can be incorporated into their day-to-day responsibilities and guide their organisations in today's fast-moving competitive environment.

At the end of this training programme, you will be awarded a full and relevant Level 5 qualification once a passing grade has been achieved at the End-Point Assessment and the Level 5 Diploma in Leadership and Management for Adult Care.

ENTRY

Requirements

You must have been a UK, EEA, or EU resident for at least the past three years to undertake this training programme.

In addition, you must be able to commit to the full length of the programme, and be able to meet the programme modules through your job role.

If you do not have a level 2 or equivalent in Maths and English, you will be required to work towards achieving these qualifications as part of your apprenticeship.

COMPONENTS OF AN Apprenticeship

Apprenticeships are 12 to 24 month training programmes. They are made up of:



More information on each of these components can be found within the learner or manager apprenticeship guide. All of the above components must be fully completed in order to successfully achieve your apprenticeship.

WHAT IS THE DURATION AND HOW WILL YOU LEARN?

Over the duration of 21 months, you will receive a combination of face-to-face and online training and support.

The 21 month time frame is based on an employee with a full-time contract, if an employee works fewer than 30 hours then the time frame of the apprenticeship will increase accordingly. See below for example:

16 hours contracted per week = 22 months apprenticeship programme

You will undertake an online assessment that will help us to understand your learning style and needs, then we will tailor your learning experience accordingly.

We ensure that you stay on track to complete your programme on time by managing your progress through our state-of-the-art e-portfolio system, Aptem.

OFF THE JOB TRAINING

As part of the apprenticeship, alongside your job role, a minimum of 6 hours per week of your time in work must be dedicated to improving new skills, knowledge and behaviours. This can be any time devoted to learning and improving new skills, knowledge and behaviours without interruption.

EXAMPLES INCLUDE:



MENTORING



SHADOWING



NOTE WRITING



TEACHING SESSIONS



FORMAL HANDOVERS



STAFF MEETINGS



RESEARCH



ONLINE RESOURCES



ATTENDING EVENTS



LEARNING MODULES



ROLE PLAY



SWAPPING DEPARTMENT



ONLINE TEACHING



DIGITAL LEARNING RESOURCES



ONE TO ONE TUITION



WORKPLACE ASSESSMENT

END-POINT ASSESSMENT

Learnt knowledge, skills and behaviours will be assessed by an independent assessor in your end-point assessment (EPA). This typically involves elements such as:

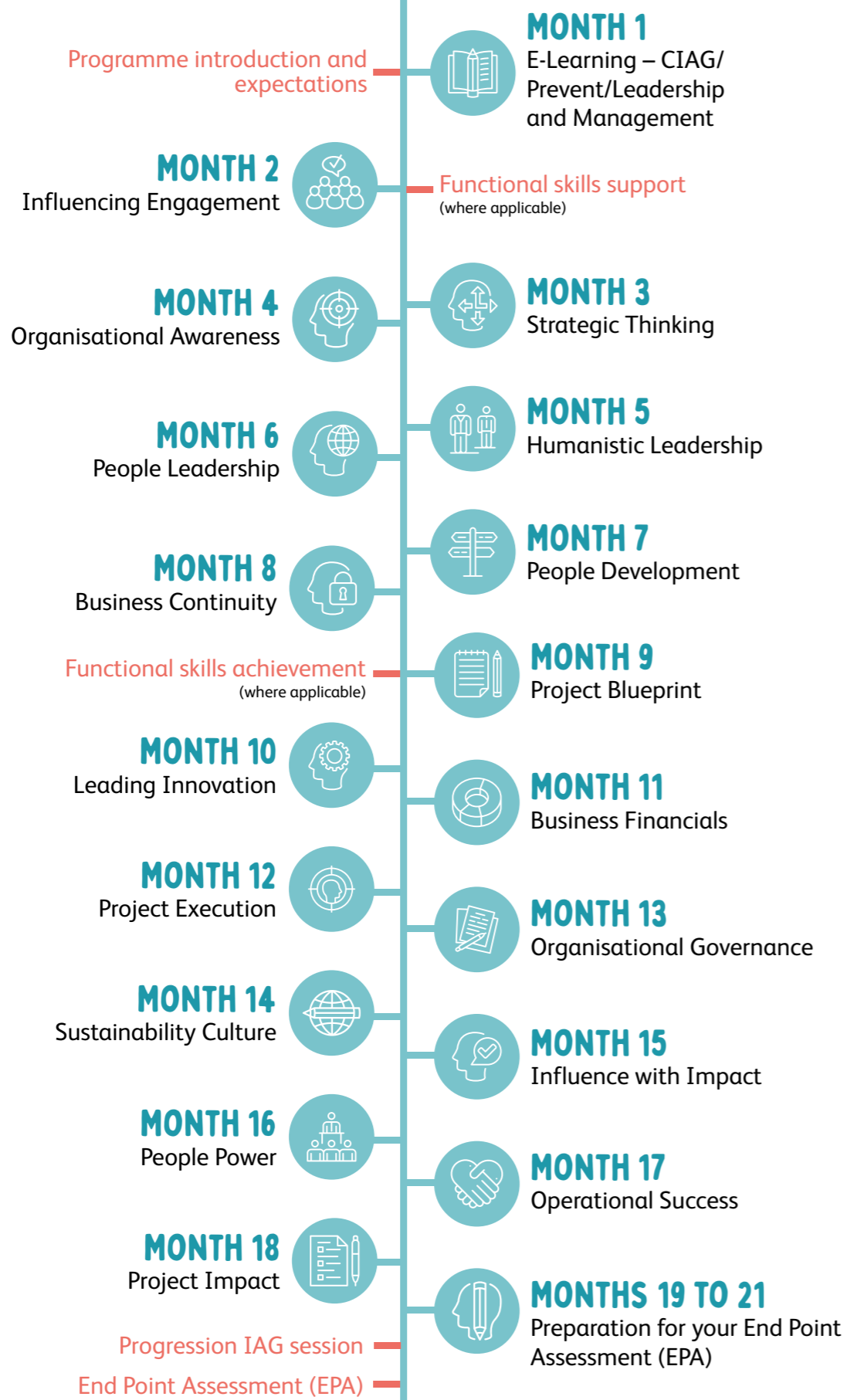


WRITTEN PROJECT REPORT WITH PRESENTATION AND QUESTIONS



PROFESSIONAL DISCUSSION UNDERPINNED BY A PORTFOLIO OF EVIDENCE

Your Apprenticeship Journey



Achievement

You will learn how to:



SUPPORT TEAM DEVELOPMENT

- Lead the team and individual training needs and support continuous professional development
- Delivery effective coaching and mentoring
- Manage and set goals and accountabilities for individuals and teams
- Motivate team members and individuals through collaborative activities
- The importance of reflective practice in improving team's performance and different models that support this

DEVELOP YOURSELF

- You will take accountability and ownership of your own and the team's tasks and workload
- Analyse the interaction between the values and culture of an adult social care organisation and own leadership behaviours
- Develop new skills and approaches to people management, for example recruitment, performance management, reward, and talent management and resource planning
- Develop presentation skills and become better 'storyteller'
- Learn new influencing, negotiation and conflict resolution and mediation skills

LINK THEORY WITH PRACTICE

- Legislation and organisational policies relating to equity, diversity and inclusion in the workplace and their impact on the organisation and stakeholders
- Learn about the effectiveness of project management tools and techniques and put these into practice
- Ethics and values-based leadership theories and principles, for example employee wellbeing
- Change management concepts and methods for implementing change within the organisation
- Analyse own role in applying, leading, and evaluating own service's governance procedures and agreed ways of working

Modules of learning (Key Areas):

<h3>INFLUENCE WITH IMPACT </h3> <ul style="list-style-type: none"> Explain how effective use of influencing skills establish business relationships. Identify what is the difference between power and influence. Outline how to build trust as a leader. How leaders can influence, teach and inspire. 	<h3>LEADING INNOVATION </h3> <ul style="list-style-type: none"> Analyse the environmental factors and internal factors which influence change in organisation. Examine the potential impact of change in organisations. Evaluate the use of theoretical models for managing change and review the role of leadership in gaining the commitment of others to change. Select the best strategies to overcome barriers to change. Critically examine current service provision and develop changes that will enhance and modernise services, responding to the current drivers that are shaping adult care.
<h3>PEOPLE DEVELOPMENT </h3> <ul style="list-style-type: none"> Review techniques for assessing current and future team capabilities and requirements. Evaluate the use of theoretical models for developing, managing and leading team. Examine the use of coaching and mentoring models to support team development. Analyse the role of the manager in workforce development. Outline good practice for enabling and supporting high performing teams. 	<h3>LEADERSHIP </h3> <ul style="list-style-type: none"> Assess behavioural and learning styles to ascertain the workplace implications. Analyse the importance of continuous personal and professional development in achieving organisational objectives. Determine how your industry affects the diversification of your leadership role. Review development needs for current and future roles.
<h3>PEOPLE POWER </h3> <ul style="list-style-type: none"> Evaluate opportunities for developing talent within a team. Analyse coaching and mentoring approaches and how these can be used to improve performance. Review methods for assessing and measuring employee engagement. 	<h3>ORGANISATIONAL AWARENESS </h3> <ul style="list-style-type: none"> Detail how to conduct an analysis of the commercial environment and identifying areas for improvement. Review the impact of organisational context on operational leadership. Evaluate business development tools, their uses and how they inform decisions. The purpose of maintaining a continuous overview of organisational development.
<h3>HUMANISTIC LEADERSHIP </h3> <ul style="list-style-type: none"> Investigate the role ethics and morality play in effective leadership. Explain the difference between morality and ethics, in relation to leadership. Identify the process of ethical decision making in practice. Analyse motivational techniques to improve performance. Analyse conflict management models and the approaches used to resolve different scales of workplace conflict. 	<h3>OPERATIONAL SUCCESS </h3> <ul style="list-style-type: none"> Evaluate the impact of a change on own team including the effect on individuals, teams and operations. Evidence the contribution to effective decision making in own role in adult care. Examine methods for enhancing both individual and group performance as well as the availability of more accurate business performance forecasts.
<h3>PROJECT IMPACT </h3> <ul style="list-style-type: none"> Evaluate the effectiveness of capturing and managing project-related knowledge. Describe the effective strategies of reporting on project outcomes. 	<h3>SUSTAINABILITY CULTURE </h3> <ul style="list-style-type: none"> Discuss organisational approaches to corporate social responsibility and sustainability. Review the main concepts underlying sustainability and its relevance in today's world. Outline systemic behaviours in society and how they relate to key sustainability concepts. Explain key environmental, social, and governance issues.
<h3>PROJECT EXECUTION </h3> <ul style="list-style-type: none"> Examine the factors that need to be considered when developing a plan for the management project. Compare and contrast the tools and techniques used in project management to plan and coordinate a project. Evaluate the use of risk analysis tools and techniques and process for mitigating risk. Describe the information used to monitor and communicate project progress. Review the process for assessing a project's efficacy using data from several sources. 	

Making an impact, now and in the future:

WHAT WILL YOU ACHIEVE?





A nationally recognised qualification



Functional skills to the required level



Potential career progression into future roles



WHAT'S NEXT?

YOUR CAREER IS A JOURNEY
Take the next step



CONSIDER OUR LEVEL 7 SENIOR LEADER APPRENTICESHIP



Make an impact

For more information, contact
apprenticeships@helpinghands.co.uk



Helping Hands
Caring since 1989

