Training provided by

### IMPACT FUTURES

# Level 5 Operations Manager in Adult Care

Home Instead. To us, its personal

Leadership and management training for operational managers

### 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 care environment.

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

### **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.

# 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.

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. This includes the following learning methods:



# "How you make others feel about themselves says a lot about you"

### End-point assessment (EPA)

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



Online teaching



One to one tuition



## Digital learning resources



Workplace assessment



Professional discussion underpinned by a portfolio of evidence



Written project report with presentation and questions

## Your apprenticeship journey

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Achievement

Influencing Engagement/Working in partnership/Effective communication in adult care

**Organisational Awareness/** Digital skills for care

People Leadership/Team leading and development in adult care

### Month 8

**Business Continuity/** Governance and regulatory processes in adult care

(where applicable)

### Month 10

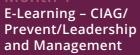
Leading Innovation/Effective decision making in adult care

**Project Execution/** Continuous improvement and change in adult care

Sustainability Culture/Business and resource management for adult care

People Power

Project Impact/Continuous improvement and change in adult care and manage strategic change



(where applicable)

Strategic Thinking/ Developing and implementing operational plans

Humanistic Leadership/ Importance of personal wellbeing in adult care

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People Development/ Facilitating, coaching and mentoring of practitioners in health and social care settings

**Project Blueprint/Manage** strategic change

**Business Financials/** Managing physical resources

**Organisational Governance/** Importance of equality, diversity, inclusion and human rights in adult care

Influence with Impact/ Leading person-centred practice in adult care

**Operational Success/** Health and wellbeing in adult care

### Months 19 to 21

Preparation for your End Point Assessment (EPA)





### Support team development

- Lead the team and individual training needs and support continuous professional development
- Delivery effective coaching and mentoring
- teams
- activities

### **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'
- 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
- $\checkmark$  Analyse own role in applying, leading, and evaluating own service's governance procedures and agreed ways of working

### You will learn how to:

Manage and set goals and accountabilities for individuals and

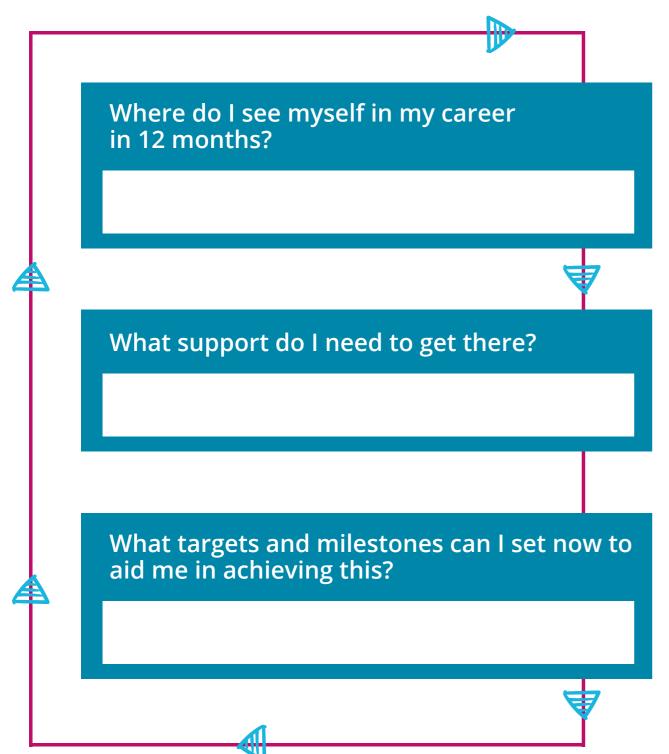
✓ Motivate team members and individuals through collaborative

 $\checkmark$  The importance of reflective practice in improving team's performance and different models that support this

Learn new influencing, negotiation and conflict resolution and

### Making an impact, now and in the future

Your career is a path, not a programme. We want to understand your career goals for the future now, so that we're best placed to assist, guide and inform you on your options.





## The next level

## If you want to upskill further upon completing this programme, consider our Level 7 Senior Leader apprenticeship.

### Make an impact

Impact Futures are Home Instead's preferred apprenticeship provider.

We're all about making an impact, be that individuals making an impact through their day-to-day work, or by organisations making their impact on our economy.

For more information about this apprenticeship, or any other available programmes, contact Home Instead's dedicated Client Relationship Manager, Charlotte Keyworth:

### T: 07843 358 800 E: charlotte.keyworth@impactfutures.co.uk



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