

**Job Title:** Supported Living Manager

**Job Purpose:**

To provide specialist support to adults with learning disabilities and to effectively lead and manage the organisation’s supported living service (Chichester area) to enable our customer group (adults with learning disabilities) to live independently in their own tenancies and access community activities.

The role is predominantly based in-service and will include community assessments, attending meetings with external stakeholders and other relevant third parties.

To be flexible to vary working hours according to the needs of the business, including some weekend/evening work in person, by telephone or email, and to act as nominated on-call for a set duration on a rota basis.

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| **Specific Duties:** |
| To act as the organisation’s CQC Registered Manager and be accountable for a variety of activities in relation to CQC regulations.  To ensure CQC and contractual compliance for registered and commissioned services. To lead the service towards an Outstanding CQC rating, through delivery of a safe, effective, caring, well led and responsive service.  Oversee the day to day running of the service including all relevant line management and ongoing development responsibilities for the supported living team. Conduct supervisions and appraisals of Team Leaders and offer development through coaching and training.  Build and maintain relationships with relevant local stakeholders, attend regular meetings and utilise relationships to promote business growth and ensure prevention or resolution of issues.  Maintain regular contact with all relevant contract-monitoring teams and be involved in all audits and visits. Ensure all regulatory, internal and contractual requirements are met.  Attend meetings with the people we support, their families and other professionals.  Take ownership and utilise digital social care record system ‘Log My Care’ and other digital platforms for recording and evidencing care and effective care and support.  Manage Team Leaders to ensure the review and maintenance of all customer support plans and ensure the on-going suitability of the support that is being provided. Monitor the standards of support that we deliver to supported living customers  Complete relevant audits and spot checks to identify service issues which could negatively affect the business or impact on the people we support. Implement and manage any procedure or policy changes to ensure quality levels are maintained in line with regulatory, internal and contractual requirements.  Manage all complaints, incidents and accidents with support from the team.  Provide the CEO with summary data of service trends, anonymised customer data and other relevant information for inclusion in Board reports.  Support the management of local tenders and mini-bids as they arise. Oversee the setup of all new packages of care from the point of referral.  Regularly visit support locations to liaise with customers and staff.  Be alert to and respond to any issues that arise in relation to customer safeguarding. Work with customers, staff and other partner agencies to investigate, report and resolve.  Manage new customer referrals, gather all relevant information including funding and liaise with the senior management team to agree all placements. Set up appropriate entry assessments and transition support. Proactively manage all vacancies and voids.  Lead on on-call management process and scheduling including being on rotation for on-call |

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| **Additional Requirements:** |
| 1. Attend all training courses as directed and be responsible for maintaining and improving own knowledge and skills through experience and training. 2. Willingness to work flexibly in order to meet the needs of the service. 3. Undertake any other duties that reasonably fall within the scope of the job role as and when required to ensure the safe and smooth running of the service. 4. Travel between sites |

**Person Specification**

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| **ESSENTIAL** | **DESIRABLE** |
| Previous experience in a similar position within the care sector and extensive experience working with the same client group (adults with LD)  Recognised vocational qualification relevant to  the post, e.g., Level 4 / 5 diploma, health & social care, leadership, or management (or willingness to undertake within 12 months)  Experience of leading a service to ensure CQC compliance and experience of CQC inspections and safeguarding requirements.  Literacy, numeracy (GCSE grade C or equivalent)  IT skills including Microsoft Office, Teams, SharePoint, digital social care record platforms and EMAR. | Degree in social work / social work experience Learning Disability Nurse or other allied professional. |
| Experience of managing, inducting, and mentoring a team of Support Workers |  |
| Excellent written and verbal communication skills and the ability to write and implement risk assessments, Support Plans and audits. |  |
| Good understanding of all relevant Health & Safety Legislation |  |
| Excellent interpersonal skills and the ability to represent the Organisation in a friendly, professional and knowledgeable manner. |  |
| Commitment to learning, training and professional development |  |
| Willing to work flexibly including out of hours and on call basis for emergencies when required |  |
| Reliable, trustworthy and patient  Full driving licence and access to a vehicle |  |

**Key Competencies Required for the Role:**

* Motivate and communicate effectively with a range of people.
* Team development, ability to supervise others and resolve conflict
* Self-motivate, plan effectively and prioritise a range of responsibilities.
* Ability to manage, review and stay up to date with all H&S policies / procedures and legislation.
* Customer service and results focus
* Strategic awareness
* Identify and proactively respond to risk