

Job Title	Supported Living Service Manager
Salary	£25,000-£27,000
Responsible to	Head of Supported Living

Job Summary

The Supported Living Service Manager is responsible for ensuring the organisation provides a person centred service to all Members, building relationships with them, their families and the local community.

The role is responsible for the supervision and management of a team of support workers, writing care and support plans and rota planning. The post holder will also be responsible for team management for annual leave, appraisals, performance management and any employee relations issues. The Supported Living Service Manager will work in partnership with the Head of Supported Living to deliver against all strategic objectives within the community division.



Key Tasks

- To work alongside the Head of Supported Living, organising and writing Care Plans, and Risk Assessments. Also supporting staff to provide a first-class service to our Members, following Langdon processes, policies and quality systems.
- Have sound knowledge and understanding of the CQC Compliance Standards.
- Responsible for the delivery of the service which takes into account all of the day-to-day operational requirements, and also quality measurements and monitoring.
- Deputising for the registered manager and be the responsible manager in their absence carrying out all the duties that this position entails.
- Responsible for ensuring the service has the required level of resources to support our Members. Including ensuring that the service is fully staffed according to agreed levels.
- To ensure that all Members are aware of all social, recreational and community opportunities and events and facilitating any necessary access.

Operational Tasks

- To deploy staff in a way which maximises cost efficiency whilst meeting the demands of the people we support.
- To ensure that appropriate person-centred support arrangements are in place for each Member and reviewed, as per policy.
- Implement and monitor quality assurance strategies and documents, actively promoting a culture of continuous improvement.
- To be responsible for authorising annual leave requests ensuring that the service has the required level of resources to meet the needs of our Members.
- To ensure that all day-to-day changes and amendments to staff schedules and rotas are recorded in Tagtronics and that adequate staffing levels are maintained.
- To ensure that all relevant records and documentation is reviewed and updated in line with the requirements of our governing body.
- To ensure that all care plans and risk assessments are regularly reviewed and updated and recorded in Tagtronics.
- To conduct weekly/monthly quality assurance site visits and ensure audits are completed (fire / H&S / infection control / medication / finance / property etc. To write results-based action plans, implement and review.
- Ensure all health and safety legislation, internal and external guidance and procedures are communicated and implemented.
- To work with the senior managers to ensure an anti-oppressive, anti-abusive approach to service provision.
- To ensure all incidents and safeguarding concerns are appropriately recorded and raised to senior management in a timely manner.
- To work with residents who exhibit challenging behaviour, supporting them to learn self-control and more socially acceptable ways of communicating, coping with situation and by applying appropriate behavioural strategies in collaboration with the Head of Supported Living.
- To work in collaboration with the activities coordinator to ensure there is a varied activities programme that meets the needs of our Members.
- To ensure that all Members have an allocated key worker.
- To administer medication as required and in accordance with the doctor's instructions, and that procedures laid down are strictly adhered to following appropriate training.
- To take shift responsibility for on-call and emergency response on a rota basis within the management team.
- To deliver hands on support within the team as required in emergency situations.
- To undertake any other duties as may be reasonably requested.

Communications

- Ability to communicate effectively across multi-disciplinary teams, both internally and externally.
- Ensure effective representation and joint working with key agencies, families and individuals.
- To build and maintain positive relationships with parents of Langdon Members.

People Management

- Line management responsibility for a team of support workers including matters relating to supervisions and appraisals, ensuring issues are addressed as required.
- Manage and support staff in line with Langdon Policies and Procedures, including supervision, absence management, performance management, disciplinary and grievance issues.
- To ensure all staff receive regular supervision and they are recorded on Tagtronics.



- To take responsibility for the recruitment and selection of support staff including a full induction and completion of the care certificate, in collaboration with the Head of Supported Living.
- Train, develop and motivate staff through leading by example and demonstrating good working practice.
- To ensure training needs of all staff are met effectively – implement induction programmes and identify and provide for ongoing training needs.
- To hold regular team meetings with the support workers and ensure the meetings are documented.

Financial Management

- To work within agreed budgets.
- To ensure the financial probity of the Member's monies and ensure the organisation's policies and procedures regarding finances are rigorously followed.
- To ensure all payroll documentation is completed, checked, approved and signed off by the given deadline.
- To authorise staff expenses, ensuring that claims are in line with Langdon Expense Claim policy.

Key Values

In addition to undertaking the duties as outlined above, the post holder will be expected to adhere to the following:

Equality & Diversity

To act in accordance with the Organisations Equality & Diversity Policy, which is designed to prevent discrimination of any kind.

Health & Safety

Ensure that all duties are carried out in line with the Organisation's Health & Safety Policy.

Risk Management

Responsible for reporting complaints, incidents and near misses through the appropriate reporting procedures.

Responsibility for attending health & safety training as required.

Responsibility for assisting with risk assessments.

Note

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks. Langdon reserves the right to alter the content of this job description to reflect the changing needs of the organisation, but is a correct reflection of the main duties of the post at the time of writing.



Acceptance

I agree to undertake the duties of the job in accordance with the above.

SIGNED:

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[Post Holder]

NAME:

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[Print]

DATE:

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SIGNED:

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[Line Manager]

NAME:

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[Print]

DATE:

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This document is to be signed and returned to the HR Department on your appointment and/or at the review point for Langdon Job Descriptions. The signed copy will be retained on your Personnel File.



Supported Living Service Manager Person Specification

	ESSENTIAL	DESIRABLE
Qualifications	NVQ in Health & Social Care - Level 4 / RMA or Level 5 Diploma, or currently working towards. Minimum requirement - Level 3.	NVQ in Leadership / Management
Experience	<ul style="list-style-type: none"> • Rota planning in line with contracted care needs across a 24 hour, 7-day rota. • Previous experience of financial management and budget control. • Previous line management experience • Proficient in the use of Microsoft Office in particular Outlook, Word and Excel. • Significant previous experience of working with adults with learning disabilities within a residential/supported living environment. • Previous experience of management of service provision in the care sector. 	<ul style="list-style-type: none"> • Previous experience of supporting access to life-long learning opportunities. • Understanding of tendering process.
Communication & People Skills	<ul style="list-style-type: none"> • Ability to address and respond to employee issues in a fair and consistent manner. Including informal and formal performance management. • Good written and oral communication skills. • Ability to demonstrate professional attitude with excellent influencing and negotiating skills. • Ability to establish and maintain effective professional working relationships. 	



	ESSENTIAL	DESIRABLE
Organisational Skills	<ul style="list-style-type: none"> • Ability to manage time and workload effectively without direct supervision. • Ability to prioritise workload to meet changing deadlines. 	
Specialist Knowledge & Skills	<ul style="list-style-type: none"> • Working knowledge of regulatory body inspection processes and documentation. • Working knowledge of CQC fundamental standards. • Working knowledge of safeguarding procedures and processes. • Previous experience of conducting quality and health & safety assessments. • Previous experience of maintaining accurate records and undertaking audits. • Good understanding of the social care sector and current challenges. • Previous experience of writing and reviewing care plans and risk assessments. • Ability to identify risk and implement action plans. 	<p>Knowledge of agencies / services working with adults with learning disabilities, mental health issues and physical disabilities.</p>
Other	<ul style="list-style-type: none"> • Ability to work flexibly and participate in the on-call rota. • Full, clean driving licence and use of own vehicle. • Candidates should indicate an acceptance of and commitment to the principles underlying Langdon's Equality & Diversity and Health & Safety Policies. 	

