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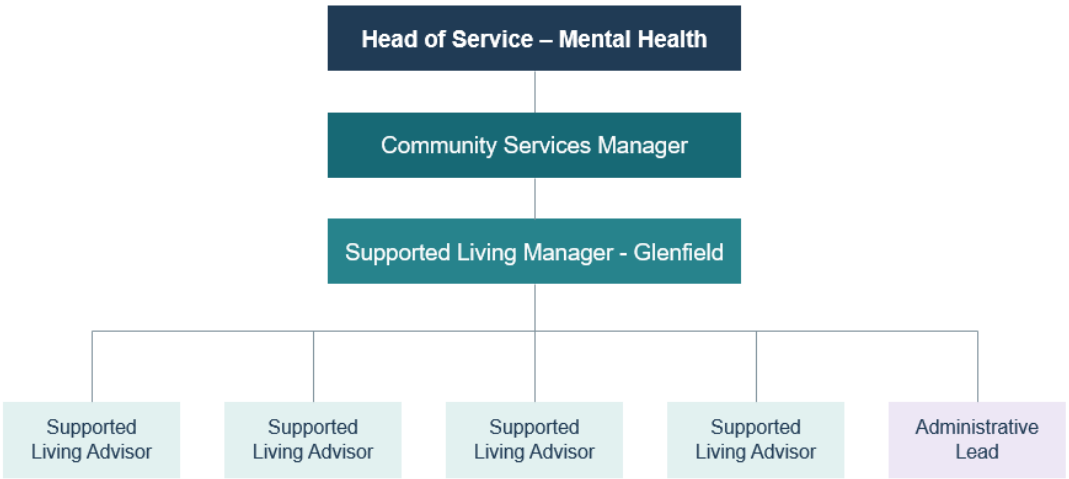
Job description

Job title:	**Supported Living Manager – Glenfield House**		
Directorate:	**People**	**Salary:**	**£43,149 - £48,738 per year** Plus £753 London Weighting
Section:	**Adult Social Care**	**Grade:**	**BG- F, SCP31-36**
Location:	**Glenfield House**	**Work style:**	**Fixed**

Key objectives of the role

- Manage and develop accommodation-based supported living, adult outreach and short-term respite services, providing social care and housing-related support. Ensure effective staff leadership, service quality and use of resources within agreed budgets.
- Provide individualised, recovery-focused support centred on people's needs, wishes and aspirations. Enable adults with complex mental health needs to sustain tenancies, mental wellbeing and social networks, develop daily living skills and access community facilities. Promote rights, choice, autonomy and inclusion, supporting ordinary lives and greater independence, including more independent living where appropriate to assessed needs and wishes.
- Manage continuous improvement with people who use the service and partner agencies, reviewing outcomes and implementing agreed changes to strengthen recovery, independence and continuity of support. Involve people in decisions about their support and ensure safe delivery in compliance with Health and Safety requirements and other relevant legislation.

Designation of post and position within departmental structure



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Daily and monthly responsibilities

- Manage and develop Glenfield House's supported living, outreach and short-term respite services. Liaise with the housing provider to support people to maintain their tenancy, with clear coordination between housing-related support and the care and support delivered by the service.
- Coordinate person-led progression and move-on planning where appropriate to assessed needs, wishes and tenancy rights. Work with individuals, housing and mental health partners to identify suitable accommodation, address barriers and agree transition arrangements, including outreach support where needed to maintain stability and independence.
- Manage service review and modernisation, using feedback from people who use the service and evidence of outcomes to implement agreed improvements. Monitor progress towards individual independence goals, planned transitions and tenancy sustainment, and report barriers, risks and resource implications to the Community Services Manager.
- The efficient and effective use of resources at Glenfield House within set budgets, including the production, management and monitoring of those budgets, exercising specified delegated authority to commit expenditure, and monitoring and reporting the commitments arising from the unit's activities.
- Ensure people's care and support needs under the Care Act are identified through liaison with the relevant assessing professionals and met in ways that support choice and autonomy. Ensure individual support plans and risk assessments are kept up to date, with agreed goals for daily living skills, recovery and independence, and review support as needs and circumstances change.
- Ensure that any safeguarding concerns are reported to the appropriate body.
- Participate fully in the transformational agenda for social care within a supported living service.
- Respect at all times the rights of individuals as tenants and as citizens to promote their rights, including respecting the rights of individuals to be in control of who enters their home.
- Ensure staff work with statutory community mental health services, housing and community-based recovery partners to provide coordinated support that builds independence and social connections. Agree clear referrals and handovers when support changes or people move on, maintaining continuity and upholding each individual's right to confidentiality.
- Work with individuals and their support networks to identify, assess and manage risks in ways which maximise choice and freedom.
- Liaise with external bodies in representing the department.
- Ensure concerns regarding the mental health management of individuals are dealt with appropriately and effectively, involving the relevant professional or senior manager as indicated. Act as the point of contact for informal/formal complaints and then manage the complaint process through to resolution.
- Undertake investigations on behalf of the local authority.
- Ensure staff are trained in understanding the principles of the Recovery model and standards required for a supported living service. This includes ensuring adherence to relevant policies, e.g. Health and Safety, Record Keeping, etc.
- Prioritise workloads and organise the deployment of staff to ensure the care, safety and social inclusion of individual tenants are maximised.
- Support and supervise the Supported Living Advisors and Administrative Lead, setting clear responsibilities, quality standards and performance indicators appropriate to each role. Ensure the team works to agreed standards and enables tenants to pursue their chosen lifestyles through creative, person-centred support.

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- Undertake an annual appraisal, monthly supervision and training of self and staff. The post holder will be expected to participate in staff training and personal development opportunities in order to maintain and develop services, facilitating modernisation and change.
- Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

Scope of role

The Supported Living Manager operates within available staffing resources and agreed budgets. The post holder exercises specific delegated financial authority and refers matters outside that authority to the Community Services Manager.

The Unit Manager will contribute to budget management by providing information and monitoring commitments in accordance with Departmental policies and guidelines.

The Manager will be responsible for the appropriate support and development of a staff team and will have delegated responsibility for managing the total budget for the unit.

All employees working with vulnerable adults have a responsibility for safeguarding and promoting their welfare

Commitment to the Council's Equal Opportunities policy at all times.

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

Person specification

Key criteria	Essential	Desirable
Skills and qualifications	Relevant professional qualification, e.g. Degree/DipSW/RMN, or relevant equivalent experience Management training Evidence of further recent professional development within mental health area.	Management certificate
Competence summary (Knowledge, abilities, skills, experience)	Understanding of supported living principles Experience in delivering organisational change Experience in managing people Multi-disciplinary and cross agency working Proven mental health experience Budget management Awareness of current mental health policy and relevant legislation, i.e. Care Act, Mental Capacity Act Able to communicate verbally and in writing effectively Understanding of and commitment to the requirements of safeguarding vulnerable adults IT literate Able to manage people and demonstrate good interpersonal skills and conflict resolution Good organisational and time management skills	Awareness of housing legislation
Work-related Personal Requirements	User and carer focused Able to work collaboratively Able to promote positive working practice, understanding choice, empowerment, diversity and advocacy	
Other work requirements	A satisfactory enhanced Disclosure and Barring Service check. This post is exempt from the Rehabilitation of Offenders Act 1974 Able to work flexible hours, including weekends	

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	The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time.	
Role models and demonstrates the Council's values and behaviours	Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities. We make our values real by demonstrating them in how we behave every day.	

All staff should hold a duty and commitment to observing the Council's Equality and Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality and Diversity legislation and Council policies/procedures.

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