

# Job Description



<b>Job Title:</b>	<b>Registered Manager for Supported Living Services</b>
<b>Department/Section:</b>	Community Support Services (CSS)
<b>Reports to:</b>	Quality & Compliance Manager
<b>Principal Contacts:</b>	<p><b>Internal Contacts:</b> Head of Care; Finance Manager; Finance Adviser; Payroll and Finance Administrator; Head of Property and Infrastructure; Property, Project and Maintenance Manager; ICT Coordinator, HR Dept; Staff Training Coordinators x 2; Volunteer Coordinator; Care Committee; Home Managers; Life Skills Managers; Assistant Managers; Service users</p> <p><b>External services</b> – Care Managers; Parents; GP’s; Dentists; Occupational Therapists; Community Learning Disability Teams; Physiotherapists; Psychologists; Chiropodists; Aromatherapists; Hospital Consultants; Senior Practitioners; External Life Skills Managers; Advocates; Utility Companies; Adult Protection Officers; Holiday Travel Agents; District Nurses; External Suppliers (e.g. Clinicare and window cleaners); DoLS Services; Fire Alarm Maintenance &amp; Extinguisher services; IMCA, Pest Control; Electricians, Loan stores for equipment; Local Authority Commissioners; Client Financial Affairs Solicitors</p> <p><b>Regulatory bodies</b> – Care Quality Commission; Environmental Health Officers; Police</p>
<b>Job Purpose:</b>	<p>To lead the development, growth and operation of the Trust’s Supported Living (CSS) service in support of the strategic aims and objectives of the Trust, under the guidance of the Quality &amp; Compliance Manager.</p> <p>To maintain quality standards required by the Trust in its Supported Living (CSS) services, meeting all relevant legislative requirements.</p> <p>Day-to-day responsibility for the Supported Living (CSS) budget and contribution to tender submissions.</p> <p>To work with the senior care team to support the smooth running of care services overall.</p>
<b>Responsible for:</b>	Supported Living (CSS) Co-ordinators.

## Main Duties and Responsibilities:

(This list is intended to define the main duties and responsibilities that are required to be undertaken by the post holder and is not a comprehensive list of all duties that may be required from time to time)



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1. Manage and motivate team members, providing direction and leadership. Undertake selection, recruitment and staff appraisals for the Supported Living (CSS) Coordinators, addressing welfare issues, advising on and implementing personal development, training and coaching. Maximise performance to ensure that the team contribute effectively to the service in alignment with the Trust aims and objectives.
2. To ensure that all staffing issues are handled in line with the Trust's HR policies and that all actions taken by Supported Living (CSS) Coordinators follow best-practice/policy guidance.
3. To ensure adequate staffing cover at all times in order to meet the agreed needs of Supported Living (CSS) service users, authorising agency cover as required
4. To contribute to the strategic development of the Trust's Supported Living (CSS) service as service user needs evolve and the Trust seeks to develop and expand its provision.
5. To oversee the growth of the Supported Living (CSS) service by project managing the transition of service users from COT residential homes to Supported Living (CSS) accommodation and by seeking new external tenants as appropriate.
6. To liaise with local authority Care Managers to agree care plans and funding arrangements for existing service users and those progressing to Supported Living (CSS) accommodation.
7. To devise, implement and lead a communication plan for service users and their families as they make the transition to the Supported Living (CSS) service.
8. To liaise with the Head of Property & Infrastructure on all new Supported Living (CSS) property developments, ensuring that service user needs are identified and met.
9. As the Registered Manager, to be responsible for the day to day management of the Supported Living (CSS) service, ensuring quality standards are maintained and all relevant legislative requirements are met.
10. To be responsible for the day to day management of the Supported Living (CSS) budget.
11. To monitor the budgets monthly with the Quality and Compliance Manager and recommend remedial action as appropriate.
12. To represent the Trust with external organisations, parents and carers to promote the Supported Living (CSS) service.
13. To maintain an up-to-date awareness of developments in domiciliary care services and cascade this information to colleagues as appropriate.
14. To ensure compliance at all times with legal requirements and Trust policies in relation to Human Resource Management and Health and Safety.
15. To attend training, seminars, forums and other external meetings as required.
16. To take an equal share in the out-of-normal-working-hours on-call rota, in accordance with the on-call protocol.



# Additional Information



## **Driving:**

There is a requirement for the post holder to drive in order to fulfill the requirements of the role. This may involve driving a COT car or Minibus. Driving license details will be required and reviewed on an annual basis.

## **Variation to Usual Working Hours:**

The post holder is required to participate in an 'on-call' rota. In addition, they may occasionally be required to work outside of their usual working pattern/hours in order to attend external meetings, training, external events.

## **Display Screen Equipment Usage:**

Post holders are regularly required to work with display screen equipment (VDU, computer workstations, laptops, touch screens etc.) as part of their normal working day.

## **Lone Working:**

There is a frequent (daily) requirement for the post holder to lone work during the course of their normal working day.

## **Night Workers:**

Post holders are not regularly required to work between the hours of 11pm and 6am for at least 3 hours as part of their rostered duties; with the exception of post holders with specific Awake Night duties.

## **First Aid:**

There is a requirement for the post holder to be a qualified first aider and appropriate training will be offered and maintained.

## **Physical Effort:**

- Frequent (daily) moderate to high physical effort is required for this role throughout the day to support service users in all aspects of daily living. Frequent requirement to use specialist equipment for service users within complex needs services e.g. hoists, wheelchairs etc.
- Frequent exposure to repetitive movements such as lifting, bending, reaching, crouching, walking carrying, standing, loading/unloading and kneeling.
- Frequent driving and travelling required getting service users to appointments and attend meetings.

## **Mental Effort:**

- Frequent periods of concentration are required when dealing with service users, interpreting information, communicating, record keeping, report writing, rostering and administration of medication.

## **Emotional Effort:**

- Maintaining a positive attitude when dealing with stressful or emotional situations.
- Occasional exposure to treatment of service users with palliative and end of life conditions. Dealing sensitively with their end of life care and providing guidance and support for staff, family members /other carers.

# Person Specification



<b>Job Title:</b>	<b>Registered Manager for Supported Living Services</b>		
<b>Department:</b>	Community Support Services Office		
<b>Reports To:</b>	Quality & Compliance Manager		
<b>Specification Headings</b>	<b>Essential</b>	<b>Desirable</b>	<b>How to Assess</b>
<b>Experience:</b> (Duration, type & level of experience necessary)	Managing multi-site, multi-property domiciliary services.  Minimum 3 years registered manager experience and experience of line managing a team.	Change management experience in a care setting	Application Form Interview References
<b>Qualifications:</b> (Number, type, level of qualifications. Equivalent experience, if appropriate)	DIPSW or CQSW or NVQ4 RMA / Diploma 5 in Health and Social Care.  Qualified or have an equivalent Health and Social Care qualification.	Diploma in Management	Application Form Proof of award
<b>Skills, Knowledge &amp; Aptitude:</b>	<p><b>Knowledge of:</b></p> <ul style="list-style-type: none"> <li>- The needs and rights of adults with LD and how they can be best met.</li> <li>- Mental Capacity Act 2005</li> <li>- The Care Act 2014, Health and Social Care Act 2008 (Regulated activities 2014) CQC (Registration) Regulations 2009 (Part 4) and other relevant legislation for adult social care.</li> <li>- Safeguarding procedures and practice within the adult social care industry.</li> <li>- CQC, registration and inspection requirements.</li> <li>- Budgetary control</li> </ul> <p><b>Ability to:</b></p> <ul style="list-style-type: none"> <li>- Communicate effectively to a range of audiences, both verbally and in writing including report writing and using software programmes eg Word and Excel to prepare documents and spreadsheets</li> <li>- Delegate effectively</li> <li>- Demonstrate a good level of interpersonal skills, including listening, negotiation, empathy, conflict resolution, mediation and flexibility.</li> <li>- Work effectively in multi-disciplinary teams with people from different professional backgrounds.</li> <li>- Solve complex and sensitive problems</li> <li>- Prioritise effectively.</li> <li>- Effectively plan and manage change.</li> <li>- Delegate effectively and support the ongoing professional development of others</li> <li>- Recruitment and selection</li> <li>- Managing performance and dealing with disciplinary issues</li> <li>- Train, develop and coach others</li> <li>- Undertake risk assessments</li> <li>- Design and deliver information through presentations</li> </ul>		Application Form Interview Relevant Certificates



# Person Specification



<p><b>Personal Qualities and Behaviours:</b></p>	<p>A passion for quality care for adults with LD</p> <p>Compassion and empathy for the people we support</p> <p>Desire for continuous improvement in COT care provision and own personal development</p> <p>Discrete and trustworthy in order to maintain confidentiality in all matters relating to residents and tenants.</p> <p>Calm demeanour, with an ability to demonstrate effective leadership at all times and particularly when the service is under pressure</p> <p>Assertive but approachable</p> <p>Tactful and diplomatic</p> <p>Willingness to work flexibly and take part in the Trust's On-Call Rota</p>		<p>Interview</p> <p>References</p>
<p><b>Other Requirements:</b> (factors which are ideally required for an individual to carry out the full duties of the job)</p>	<p>Initial and ongoing clear criminal records check (obtained by the Trust initially upon offer).</p> <p>Participation in mandatory training and regular updates.</p>		<p>Interview</p> <p>Appropriate documentation</p>

