**Job Description**

This job description gives an over view of the post, the key responsibilities and the context within which the post is offered. It is not intended to be an exhaustive statement of Terms and Conditions within The Kent Autistic Trust (“KAT”).

**Post Details**

Job Title: Housing & Compliance Support Officer

Reports to: Quality and Compliance Development Manager

Document Id: HR#0032/20122019

**Values and Commitment**

KAT is committed to providing high quality supports designed around individual abilities, needs and choices. KAT is committed to promoting independence and inclusion within communities. KAT believes everyone is able to make their own individual contribution. KAT seeks to work in partnership with all relevant parties but in particular with the individual themselves.

**Support Services**

KAT supports over 120 people in Medway and across Kent and provides a wide range of services designed to meet diverse needs. KAT supports people with autism, learning disabilities and related difficulties. KAT supports vulnerable adults. KAT provides residential homes, supported living accommodation, day resource services, and respite and outreach services (from people’s own home). KAT is keen to ensure the voice of those we support is actively listened to, both in terms of the development of individuals’ support and in terms of our organisational development.

**The Job**

The role is responsible for the day to day support of the quality and compliance manager and housing manager. The role involves carrying out audits of our services and premises across both Medway and Kent and will involve frequent travel. Input and analysis of data within the Trusts systems.

To work with all staff, establishment managers, the Regional Managers, Head of Care, Positive Behavioural Support Team, the quality and compliance manager and the Chief Executive to ensure the quality and continuity of service across the support provision of the Trust with regard to compliance with statutory legislation, guidelines, excellent working practice and organisational policies and procedures. To work with the Senior Management Team to propose changes to any system, change in policy/guidelines and paperwork. To support the CEO and senior management team in achieving its 5-year strategic objectives.

**Key Responsibilities**

* To undertake three monthly audits of all establishments, visiting personally and providing written reports in the agreed audit format. Providing recommendations for actions and improvements, and recognition of good practice to the establishment manager, and the operational manager for that area with support from the quality and compliance manager. Urgent actions from audits will be recommended to the establishment manager on the day and reported to the operational managers and the quality and compliance manager within 24 hours.
* Assist with management of relationships with landlords, contractors and utilities. Monitoring and arranging utility compliance checks for services.
* Monitor data provided via the Trust SharePoint system.
* To carry out a vehicle audit on the trusts fleet to ensure that we are compliant with current legislations, good practice and insurance terms. To participate in a 6 monthly fleet meeting with the quality and compliance manager.
* Providing support to managers and staff at registered services to prepare for CQC inspections with the objective of achieving the best outcome possible.
* To carry out short observations under a specific framework at our day services.
* To maintain up to date and detailed knowledge of current legislation relevant to the Health and Social Care Sector and to the Trust.
* To establish and maintain excellent relationships with all staff within the Trust, in particular establishment managers and their staff teams.
* To maintain a regular and consistent presence at all Trust establishments, to be approachable and available for support and advice, and to be an excellent role model for the standards, values, and objectives of the Trust
* To assist with the review of Trust quality assurance processes and make recommendations to the senior management team for quality improvements.
* To support new managers with systems and processes at the request of the Quality and Compliance Manager.
* Adhere to contractual obligations of management agreements in the absence of the housing manager.
* To support the Quality and Compliance Development Manager and housing manager by analysing data from audits to produce detailed and accurate reports, highlighting areas of strength, and areas where resources and development are required.
* To support the Quality and Compliance Development Manager and Housing Manager with providing information to the Health and Safety Steering Group. To produce reports for the Quality and Compliance Development Manager to present to the group and ensure that any actions are undertaken with regard to implementation of changes to service policy, guidelines and Trust documentation.
* To undertake other such duties as are required and appropriate to the professional task.

**Person Specification**

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| **Attributes** | **Essential** | **Desirable** |
| Experience | * At least 2 years of experience in a relevant housing and/or health and social care setting
 | * Experience with housing management of supported properties.
* Experience of undertaking audits of health and social care services for compliance with the Health and Social Care Act 2008 Regulations (2014)
* Experience in quality and health, safety and environmental management systems
* Experience of supporting staff teams with CQC inspections.
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| Education, Qualifications and Training | * A relevant health and social care or healthcare qualification.
* Good numeracy skills and attention to detail
* Proficient MS Word and Excel knowledge
* Current driving licence
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| Values Base | * Care
* Compassion
* Competence
* Communication
* Courage
* Commitment
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| Skills, abilities, and knowledge | * Experience and skills in monitoring and analysing data and producing detailed and accurate reports.
* Excellent time management skills with a structured and systematic approach and the ability to manage pressure and consistently meet deadlines.
* Flexibility as the role will require frequent travel
 | * Good knowledge of understanding of budgets.
* Experience of working in a setting that supports adults with challenging behaviour.
* Experience of working in a specialist autism service
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| Interpersonal and social skills | * Excellent interpersonal skills with a sensitive, diplomatic approach and a commitment to building and maintaining excellent working relationships with staff at all levels, and to be consistently approachable and supportive.
 | * Experience of managing contractors and liaising between staff and housing manager
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I hereby accept the terms as stated on the Manager Job description

Printed Name:

Signature:

Date: