

JOB DESCRIPTION

Job title	SUPPORTED LIVING MANAGER
Department	Operations & Development (O&D)
Location	Service-based, with occasional travel across the region
Work Relationships	1. Reports to the Supported Living Area Managers (supported living) or Residential Care Managers (residential care) 2. Manages Support Workers
JOB PURPOSE	
1. To provide leadership and first line management within Walsingham Support's supported living, floating support and residential care services. 2. Using the principles of Active Support and Positive Behaviour Support, model best-practice in providing care and support to people with a learning disability and/or autism, and in doing so promote independence and choice. 3. To provide excellent-quality care and support, including personal care. 4. To carry out all aspects of the role in a satisfactory manner and within the guidance of the Walsingham Support's vision, mission, ethos and values	
RESPONSIBILITIES	
<u>Leadership and Management</u> 1. Responsibility within your service to ensure that all care & support is offered in a person-centred manner and the people supported are at the heart of all choices and decisions made. 2. To ensure that the team of Support Workers are effectively deployed to meet the needs of the people we support, by writing staff rotas that matches the care and support hours commissioned and budgeted for each service. 3. To ensure that all shifts are covered by suitably trained and experienced Support Workers, sourcing suitable cover to periods of sickness and for staff vacancies. 4. To induct and supervise Support Workers in supported living, floating support and residential care services. 5. To ensure that all necessary staff training is up to date at all times. 6. To ensure that the support team fully understand the service design and support plans of each person they support, and that the service provided reflects the individual's wishes and meets the outcomes contained within these documents. 7. To maintain detailed, accurate, person-centred and outcomes-focused care and support plans, in addition to all other care, support and health records as required. 8. To provide leadership and direction to Support Workers within residential care, supported living or floating support services, supporting teams to achieve performance targets and ensuring that services are provided to the highest possible standard and are consistent with the principles and values of personalisation and independence. 9. To support the professional development of Support Workers and the wider team in residential care services through mentoring and coaching. 10. To ensure expected Quality and Compliance standards are met, and where possible exceeded. 11. Within the framework of Walsingham Support's policies and procedures, be responsible for the day-to-day operational management of supported living, floating support or residential care services. 12. Ensuring that Support Workers are equipped with appropriate resources, advice, and knowledge to follow best practice, as well as meeting all legislative and contractual standards. 13. To be responsible for the sound financial management of residential care services, ensuring that management accounts are regularly reviewed, that all costs are managed within the agreed budgetary framework. 14. To ensure that budgeted occupancy levels are achieved for your service. 15. Manage Walsingham Support's relationships with key external agencies such as health, social care and housing related support commissioners, regulators and landlords. 16. Maintain awareness and knowledge of good practice in service delivery and provide suitable interpretation to Support Workers. 17. Establish and maintain effective communication with families, professionals and other local networks and partnerships. 18. Establish and maintain appropriate systems for measuring necessary aspects of service performance, participation and involvement, quality assurance and risk. 19. Monitor, measure and report on operational issues and achievements within agreed formats and timescales.	

Housing Management (for services where Walsingham Support has housing management responsibilities)

20. Tenancy sign-ups including explaining the occupancy agreement and assisting tenants to abide by it
21. Tenancy creation where managed by appointees – liaison with local authority and Housing Association
22. Ensuring that tenants are aware of their rights under their occupancy agreement.
23. Referrals to other accommodation providers or advisors as required
24. Facilitating a move to more suitable alternative accommodation as required.
25. Arranging/ maintaining aids and adaptations in communal areas
26. Assisting residents to claim the housing component of HB or Universal Credit and other welfare benefits related to their housing.
27. Dealing with nuisance issues eg letters, investigations, Police liaison re neighbourhood issues
28. Mediating in tenants' disputes
29. Helping to keep tenants safe by monitoring visitors, including contractors and professionals, and by carrying out health and safety and risk assessments of property.
30. Facilitating inspections and maintenance of door entry systems, locks, and other security equipment
31. Facilitating property maintenance and repair including resident damage and monitoring completed maintenance.
32. Organising inspections of property and arranging for any repairs or improvements to be carried out, including the replacement of furniture.
33. Liaison with Financial Appointees re rent payment / providing statements /updating Standing Orders/forwarding email and letters
34. Management of rent arrears
35. Helping with communal internet access
36. Managing other accommodation-related bills eg utilities
37. Managing house account for bill payments
38. Hosting regular tenants meetings and surgeries focusing on tenancy matters including ASB, rents, health and safety, repairs, and services provided on site.
39. Notifying and arranging with tenants to provide access for planned maintenance
40. Ensuring that tenants know how to use all equipment provided safely.
41. Regular weekly/monthly/quarterly property inspections including fire safety, testing of communal alarms, water hygiene
42. Carrying out scheme risk assessments
43. Provision of PPE
44. Offering advice and guidance on keeping property to a reasonable standard of hygiene

GENERAL

1. This role expects a high degree of flexibility, autonomy, initiative and responsibility from the post holder and will involve working during unsocial hours, to include evenings, weekends and in some cases overnight (either waking or sleep-in). In some services you may also participate in an on-call rota.
2. Be able to travel independently on an occasional basis within the UK.
3. Take responsibility for their job description; taking an active part in the setting of personal development objectives; in determining their development needs and agreeing programmes to meet those needs.
4. Actively follow and contribute to the development of Walsingham Support's policies and procedures and guidelines.
5. Attend staff meetings and training as required.
6. Carry out any other duties that are within the scope, spirit and purpose of the job, its title and are requested by the post holder's line manager.

This job description reflects the present requirements of the post and forms part of Walsingham Support's recruitment package, along with a person specification, terms & conditions of employment, information about Walsingham Support and other particulars. Once a person has been recruited, these documents collectively form the post holder's contract of employment and, with their annual objectives, the means by which supervision, appraisal and support will be provided. In the light of regular appraisal discussions, the job description may be reviewed and subject to amendment in consultation with the post holder.