

Job Title:	Project Manager (Outreach & Supported Living)
Salary:	£28,458.39 per annum
Hours:	35 (including occasional evenings, weekends, and bank holidays)
Responsible to:	Head of Housing Related Support Services

Summary of post

- The post holder is responsible for coordinating and providing support for service users across outreach support and supported living services, enabling service users to take responsibility for the running of their home and to promote their development in living independently in the community.
- Providing leadership and direction to the support team, developing and maintaining quality standards, person-centred ethos and Positive Behaviour Support values in line with the principles and philosophy of Centre 404's Housing Service
- Undertaking regular support duties to provide support to the service users acting as a role model and ensuring continuity of service standards.
- Ensuring expenditure remains within the budget
- Acting as the lead on liaison with others inside and outside Centre 404 who have links with the service users
- Contributing to the development of the Housing Service as a whole

Centre 404 is committed to safeguarding and promoting the welfare of adults at risk and we are looking to recruit people who share these values.

Main Duties and Responsibilities

Developing and maintaining a quality service to the tenants

- To develop and implement philosophies, systems and working practices within the service which are in line with the principles espoused by the Housing Service and which ensure that each service user has the opportunity to maximise:
 - integration and participation in their local community
 - development of a range of friendships and relationships
 - informed personal choice
 - their range of skills and competencies.
- Liaise with outside agencies, such as social services, benefits agencies, social authority etc.
- Ensure that service users are involved in day-to-day and long-term decision making, both in regards to their home and to their lives as a whole; leading and ensuring other team members do so as well
- Ensure that service users' social, physical and health care needs are met and that an appropriate level of support is provided to each service user within the contract limits and care plans set out by the local authority.
- To work based on a Positive Behaviour Support approach and leading and ensuring other team members do so as well
- To adhere to safeguarding procedures and to remain vigilant for signs of abuse, taking immediate action and reporting all issues of concern with the line manager.
- Maintain and encourage positive relationships with families, friends and advocates as appropriate.
- Ensure liaison with the Housing Associations responsible for the management of properties where appropriate.
- To be a voice and advocate for service users.
- To offer an appropriate level of support to service users enabling them to build confidence, self-esteem and an independent lifestyle.

- To support and encourage service users in all the domestic activities such as cleaning, shopping, laundry and cooking.
- To support service users where necessary with the purchasing of large items of equipment and furniture.
- To encourage and enable service users to use community facilities to develop social and leisure activities and skills.
- To work with the service users in such a way that takes account of their individual, cultural and spiritual preferences.
- Where necessary, to support service users to pay their rent and claim benefits.
- To seek and assess referrals as they arise.
- To support service users during the moving in process.
- To support service users to move on where necessary.

Management Responsibilities

- To be involved in short listing and staff selection panels, where necessary leading on recruitment.
- To ensure CQC and QAF standards are met.
- Lead, motivate and support the members of the staff, so that they are able to provide a quality service.
- Ensure that each member of staff receives support, supervision and an annual performance review in line with Centre 404's staff management policies and ensure that a programme of staff training and development is in place across the service.
- Ensure that an appropriate shift system / support rota is in place to provide support to the service users in line with service agreements held with the local authority.
- Ensure that team meetings and other systems are in place to facilitate good communication about issues within or affecting the service.
- Maintain management records in line with Centre 404's procedures, using the Charity Log Data System. These include support and supervision records, records of hours worked, annual, sick and other leave, and any other relevant documentation. Ensure that confidentiality is maintained and that information is provided to other departments as required.
- Ensure that monitoring or other records required by Centre 404 or funding agencies are maintained and provide reports and information as required.
- Ensure that Health and Safety standards, including fire regulations, are adhered to and that all necessary records are kept.
- Prepare for, participate in and respond appropriately to inspections by relevant authorities (LBI contract monitoring, Supporting People).
- Ensure that the service is managed within budget by regularly attending budget review meetings and monitoring expenditure against allocated resources and taking corrective action if required.

General Duties

- Adhere to all Centre 404 policies and procedures and to the requirements of funding organisations
- Adhere to Centre 404 Equality and Diversity Policy and contribute to an accessible and welcoming work environment
- Use a person-centred approach with the involvement of service users and family carers and according to Centre 404's mission and values
- To remain non-judgemental and show empathy and awareness, remaining calm in adverse situations, and leading by example.

- Maintain confidentiality of information relating to service users, volunteers, staff and any sensitive issues relating to the work of the organisation
- Contribute to your personal and professional development by completing the Care Certificate, attending regular support and supervision sessions and training as identified by your line manager in relation to your role and responsibilities
- Assist and supervise volunteers where required and adhere to Centre 404 values in relation to supporting volunteers
- Be flexible and available to work evenings and weekends in accordance with the needs of the post and the organisation as a whole
- Attend staff meetings and other committees when requested
- Aim to meet targets as set and agreed with your line manager in relation to your personal development and the progress of the volunteer and development projects
- Participate in the on call rota for the housing service.
- Attend the annual AGM, fundraising functions, events and staff away days as required. Time off in lieu will be given for activities outside of normal working hours
- Undertake any other reasonable duties as commensurate with the aims of the post and as requested by management

Person Specification

(E) Essential requirements (D) Desirable requirements

Knowledge & Understanding	Understanding of what makes a quality support service for people with learning disabilities, including Social Role Valorisation	E
	Awareness of issues affecting people with learning disabilities.	E
	Knowledge of person centred values and self-directed support and principles behind this	E
	Knowledge and awareness of legislation (QAF), current and forthcoming issues relating to housing services for people with learning disabilities	E
	Knowledge of welfare benefits process	D
	Knowledge of relevant health and safety legislation and understanding of how it impacts on the service	E
	Understanding of, and sensitivity to the discrimination experienced by members of minority groups, particularly people with learning disabilities	E
	Commitment to concepts of inclusion, equality and diversity and understanding of equal opportunities as they affect the service, tenants and potential tenants	E
Qualifications	Good general education	E
	Professional qualification in a relevant area and/or 3 years of relevant experience	D
Experience	Experience of staff management and of providing support and supervision	E
	Substantial experience of working with people with learning disabilities including people with additional physical disabilities	E
	Experience of enabling people to access the community and maximise their independence.	E
	Track record of working successfully within a team	E
Skills/Abilities	Excellent interpersonal skills including active listening and communication with colleagues, service users and families/carers	E
	Strong administrative skills and ability to organise own and others' workloads effectively and to delegate tasks	E
	Ability to adapt and respond positively to a dynamic work environment and to manage change effectively	E
	Good numeracy skills and ability to manage a budget	E
	IT proficient, with the ability to use a range of computer software (i.e. Office and others)	E
Other	Able to travel to a variety of locations	E
	Physically fit and able to offer physical support to tenants	E
	Ability to work flexible hours including evenings, weekends and occasional waking nights	E