**Job Title:** Service Manager – Supported Living

**Service:** Independent Living and Specialist Services

**Salary:** £32,000 per annum to £35,000 (depending on experience)

**Hours:** Full time, 35 per week *(including days, evenings, occasional waking nights and some weekends)*

**Reporting into:** Director of Independent Living and Specialist Services, Head of Operations

**Direct reports:** Support Workers/Senior Support Workers/Deputy Manager

**Role Responsibilities**

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| **Delivery of quality services to people with learning disabilities and/or Autism** | In collaboration with service users, develop and implement working practices which ensure that they have 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   + confidence and self-esteem |
| Offer person centred support to service users in line with their individual and cultural preferences, day to day and long-term needs; including but not limited to social and leisure activities, health needs, personal care and domestic duties |
| Ensure that the service has a ‘homely’ feel to it as opposed to an institutional feel |
| Ensure that service users are involved in day-to-day and long-term decision making – ‘no decision about me, without me’ |
| Work collaboratively with relevant external agencies; including but not limited to social services, benefits agencies, and Islington Council who will be the Landlord and managing agent for the property. |
| Ensure that the support provided is in line with service users’ care plans and service agreements held with the local authority |
| Seek and assess new referrals as they arise |
| **Management Responsibilities** | Lead by example with a positive and person-centred approach to supporting service users |
| Ensure that staff within the team treat service users with dignity and respect and understand that their work environment is someone’s home. |
| Provide line management and support to the staff team, ensuring they are equipped to deliver quality services |
| Take responsibility for maintenance of any records relating to the staff team, liaising with other departments where required |
| Ensure that monitoring records required by Centre 404 or funding agencies are maintained and produce reports as required. |
| Ensure that clear systems of communication, recording, reporting and handovers are in place at the project. |
| Be actively involved in shortlisting and staff selection panels, where necessary leading on recruitment for the project. |
| Ensure that CQC and best practice standards are consistently met across the project. |
| Manage the shift system/rota for the project, ensuring consistent cover for supporting service users. |
| Maintain management records in line with Centre 404’s procedures. These include support and supervision records plus records of hours worked, annual, sick and other leave. Ensure that confidentiality is maintained and that information is provided to other departments as required. |
| Oversee monthly payroll processing for the project. |
| 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 & Safety and any other relevant standards are adhered to |
| Prepare for, participate in and respond appropriately to inspections by relevant authorities (LBI contract monitoring, CQC) |
| Take responsibility for ensuring that the service is managed within budget |
| Contribute to the development and growth of the department, including setting up new services |
| Participate in the on-call rota for the Independent Living Service |

**Person Specification**

(E) Essential criteria (D) Desirable criteria

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| Physical Requirements | Willing and able to offer physical support to service users. | E |
| Flexible and able to attend to work commitments that take place in the evenings and at weekends (for which time off in lieu can be taken) | E |
| Knowledge & Understanding | Understanding of what makes a quality support service for people with learning disabilities and/or Autism, including Social Role Valorisation, Person-Centred Values and self-direct support values | E |
| Understanding of and sensitivity to the discrimination experienced by members of vulnerable and/or minority groups | E |
| Understanding of self-directed support and personal budgets | E |
| Understanding of the principles of Positive Behaviour Support | D |
| Knowledge and awareness of relevant legislation (CQC), current and forthcoming issues relating to services for people with learning disabilities | E |
| Understanding of welfare benefits process | D |
| Experience | At least 2.5 years experience of working in a management role | E |
| At least 2 years of experience working with people with learning disabilities and/or Autism; including people with high and complex needs and additional physical disabilities | E |
| Experience of managing projects supporting multiple service users | E |
| Experience of working with people from varied social and cultural backgrounds | E |
| Skills & Values | Strong interpersonal skills, able to communicate and collaborate effectively with a range of people | E |
| Sufficient numeracy skills to confidently manage a budget | E |
| Able to work on own initiative, proactively resolving issues | E |
| IT proficient, with the ability to confidently use a range of computer software (i.e. Office and others), *or* willing to develop IT skills for the purposes of the role) | E |
| Ability to adapt and respond positively to a dynamic work environment and to manage change effectively | E |
| Ability to organise own and others’ workloads effectively | E |
| Strong self-reflective skills, able to take learning from situations | E |
| Able to maintain professional boundaries and handle confidential information appropriately | E |
| Committed to concepts of equal opportunity, diversity and inclusion | E |
| Committed to enabling choice, independence and wellbeing of people with learning disabilities and/or Autism | E |

Centre 404 is committed to safeguarding and promoting the welfare of vulnerable individuals, and we are looking to recruit people who share these values.

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