

JOB DESCRIPTION



JOB TITLE: Supported Living Team Manager

REPORTING TO: Quality Monitoring Manager

JOB PURPOSE:

- To oversee one of the Company's Supported Living services.
- To supervise a team of support staff.
- To ensure high standards of quality are maintained and developed throughout the Supported Living Service.

SKILLS, KNOWLEDGE & QUALIFICATIONS

Required:

- Experience of working within the care sector
- Self-motivated and customer orientated
- Excellent interpersonal skills and the ability to communicate effectively at all levels
- Excellent time management skills
- Ability to communicate effectively at all levels
- Willingness to participate in vocational training including Induction and QCF qualifications
- Satisfactory Police Check, 2 references and satisfactory check against the ISA Vulnerable Adults and Children's Barred List

Desired:

- Relevant vocational qualification (achieved / working towards)

MAIN DUTIES AND RESPONSIBILITIES

Administration

- Contribute to developing and maintaining a variety of administration tasks, including updating information on the Company's software.
- Arrange staff cover for sickness absence and annual leave.

- Prepare, adapt and implement rotas and work systems on a regular basis, ensuring that staff meet their contractual requirements and personal objectives. Synchronize the allocation of resources to ensure service user needs are met.
- Ensure all financial income and expenditure is recorded accurately on the correct documentation. This includes service user finances and office petty cash
- Take part in recruitment and selection procedures, including the interviewing and short-listing of potential staff.
- Take part in disciplinary procedures, including writing reports where necessary and being part of disciplinary panels.

Quality Monitoring:

- Complete monthly and weekly quality audits
- Develop and maintain systems to ensure MAR sheets are completed correctly by support staff, checked on a weekly.
- Develop and maintain systems to ensure running records are completed correctly.
- Ensure any discrepancies are acted upon accordingly.
- Complete 6 monthly service user quality monitoring forms.
- Contribute to the completion of the annual quality audit of services.
- Develop and maintain effective recording systems.

Support Planning and Co-ordination

- Manage the assessment, planning and implementation of support plans and risk assessments.
- Participate in the service user support plan and risk assessment review process every 3 months, ensuring review reports are of a professional standard. Chair Review meetings as required, and facilitate service user involvement in their reviews. Ensure review reports are collated on time and are of a professional standard.
- Monitor staff performance, and ensure that service users are supported at the times that they have requested.

Communication:

- Participate in meetings as and when required.
- Facilitate open communication and teamwork within teams and between teams.
- Provide supervision and appraisals to staff.

- Maintain open dialogues with external stakeholders to provide a high quality service at all times.
- Attend case reviews.

Training & Development:

- Maintain professional knowledge and competence.
- Attend mandatory training days/courses, on or off site, as and when required.
- Participate in relevant QCF training to achieve required qualifications.

Health & Safety:

- Report immediately to the person in charge, any illness of an infectious nature or accident incurred by a service user, colleague, self or another.
- Understand, and ensure the implementation of JRH Support's Health and Safety policy, and Emergency and Fire procedures.
- Report to person in charge any faulty appliances, damaged furniture, equipment or any potential hazard. Where applicable, remove item from use.
- Promote safe working practice at all times.

General:

- Promote and ensure the good reputation of the Company.
- Ensure that all information of confidential nature gained in the course of duty is not divulged to third parties.
- Notify the person in charge as soon as possible of your inability to report for duty, and also on your return to work from all periods of absence.
- Pay maximum attention to security at all times. Where appropriate, ensure the security of service users' homes.
- Adhere to all Company policies and procedures within the defined time scales.
- Provide support to service users during staff shortages.
- Carry out any other tasks that may be reasonably assigned to you.

This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list. JRH Support reserves the right to amend this Job Description from time to time, according to business needs. Any changes will be confirmed in writing. Please note that you share with JRH Support the responsibility for making suggestions to alter the scope of your duties and improve the effectiveness of your post.