



JOB DESCRIPTION

TEAM MANAGER (ACCOMODATION BASED)

Accountable to:

Service Manager

Responsible for:

Managing the service to ensure a high quality support service to adults with learning disabilities is delivered. Supporting the team and working with the people who use the service and their families to promote the Westminster Society's core values and fulfil and further the aims and objectives of the service.

Main Objectives:

To manage and develop the service, ensuring effective operational management, leading the staff team in ensuring a high quality service is delivered that meets the needs of people with learning disabilities. To be responsible for ensuring that person centred support is provided and that the team has the skills and competences required to meet these aims.

Limits of Authority:

To work within agreed budgets and policies and procedures of both the Westminster Society and the individual services.

KEY AREAS OF WORK

STRATEGIC DEVELOPMENT

- To ensure continuous service and organisational development through monitoring and review of business planning, complaints, surveys, audits, inspections and quality assurance processes.
- To enhance the quality of care and support by working within the Society's Core Values, Care Act and Valuing People Now.
- To oversee and ensure effective property management. Ensuring that the building is maintained to a high standard utilising the housing department and monitoring and management of health and safety tasks and meet voids.

COMMUNICATION AND RELATIONSHIPS

- To encourage relationships, support people with their emotional needs, advocate on behalf of people as appropriate and encourage self-advocacy skills.
- To liaise as appropriate with other professionals from Social & Health Services & family.
- To facilitate tenancy or residents meetings and ensure the involvement in consultation and decision making.
- To ensure and support the delivery of a Total Communication environment to maximise communication skills and maintain or develop individuals skills.

- To ensure an Active Support model of service delivery is consistent across the team.
- To demonstrate leadership to the team in showing best practice, having good organisational skills, following best practice and policies and procedures and making decisions.

RISK MANAGEMENT and SAFEGUARDING

- To manage void and referral processes. To ensure effective communication in relation to void management, to actively participate in assessment and review at all stages of placement from referral, transition, move in and review for move on. Ensuring the environment meets need and that it is an attractive, welcoming home for everyone living there.
- To ensure team awareness of the vulnerability of the people you support and be alert to potential for abuse. To use local and national policies and procedures for recognizing, recording, reporting and participating in safeguarding protocols where necessary leading in investigations which may lead to disciplinary or police action and ensuring effective compliance with all stakeholders to support safety and wellbeing.
- To ensure effective risk management within the service. Ensuring team and service user involvement and understanding of risk assessment processes.

PERSON CENTRED PLANNING AND SUPPORT

- To oversee and ensure effective person centred planning and support which identifies aspirations and plans support to develop potential through effective communication with team, service user and people important to that person.
- To deliver and monitor individualised support to address day to day needs. This will include ensuring that high standards are met and maintained in relation to health promotion, risk management, domestic standards, safeguarding and the dignified and respectful delivery of intimate personal care.
- To ensure support to maintain and develop relationships. Establishing and building supportive links with parents/relatives, maintaining internal and external working relationships, responding appropriately to concerns raised.
- To oversee the development of each persons IPlanit account ensuring outcomes are identified, linked to KPIs and monitored for delivery

HUMAN RESOURCES

- To contribute to the recruitment and selection of staff, in line with equal opportunities, diversity and the Society's values.
- To ensure a high standard of performance management; ensuring effective induction, supervision, team communication and training; addressing performance and grievance issues promptly and effectively in line with relevant procedures and in liaison with the HR department.

FINANCE AND ADMINISTRATION

- To ensure effective budget management. To be the responsible budget holder. To be involved in the setting and review of annual budgets; promoting team understanding and ensuring financial controls are observed; ensuring effective communication with the finance department and line management in relation to variances and implementation of agreed actions.
- To provide and ensure a high standard of service administration. Ensuring completion of all IT and paper based records required by the Society and within the guidance of the Care Act

MANAGING DIVERSITY

- All Society employees are expected to work individually and collectively to promote a constructive and sensitive approach to working with others from a variety of cultures and backgrounds where the work of others is valued and respected; all employees are expected therefore to carry out their tasks within the terms and intention of the Society's Diversity and Confidentiality Policies, Core Values and Employee Code of Conduct.

PERSONAL AND PROFESSIONAL DEVELOPMENT

- To manage own time effectively in order to complete all responsibilities to aid business development.
- To identify personal development needs to meet both operational and professional needs and to actively participate in supervision and appraisal.
- To attend internal and external learning events and develop relevant knowledge, techniques and skills. To maintain detailed knowledge of the organisation's services.
- To attend networking events and develop relationships with key stakeholders and external professionals.

This job description is a general guideline only of the key responsibilities of the post. These may change from time to time in accordance with the organisational and Departmental needs. The post holder will be expected to adapt a flexible approach to carry out any duties commensurate to their role.

Person Specification: **TEAM MANAGER (ACCOMODATION BASED)**

QUALITIES	PS	ESSENTIAL	DESIRABLE	ASSESSMENT CRITERIA
Education	1.	Willingness to develop own knowledge and skills through participation in training and completion of the level 5 QCF diploma	Currently holding RMA/LMC, Health and Social Care NVQ4./ QCF 5 or equivalent	Application form
Skills	2.	IT Literate with the ability to write reports, complete spread sheets, use email and to develop skills in this area, using web based and Microsoft packages	PowerPoint and Multi Media Skills	Application form and assessment centre
	3.	Communication skills: well developed oral, active listening, written and presentation skills with a wide range of people, including Service Users, multi-disciplinary Staff and a wide range of external agencies. Good attention to detail		Application form and Assessment Centre
Experience	4.	Experience in a managerial role in a social care setting, having an understanding of managerial issues, including ability to display strong leadership, role modelling, participative decision making, recruitment, supervision and appraisal system.	Previous registration as a registered manager	Application form and Assessment Centre
	5.	Experience of managing a budget which delivers high quality services within the care sector		Application form and Assessment Centre
	6.	Experience of assessing need and developing and implementing outcomes based Person Centred Planning and the Active Support model		Application form and Assessment Centre
	7.	Experience of team management including managing a rota and the ability to work on shift, delivering support and leading by experience		Application form and Assessment Centre
	8.	Experience of working within a culturally diverse setting with an understanding of and a commitment to promote the Diversity Policy and Statement of Values		Application form and Assessment Centre
Knowledge	9.	An awareness of community living issues for people with learning disabilities; e.g. risk taking, decision-making, building/maintaining		Application form and Assessment Centre

		relationships, etc		
	10.	An understanding of the Care Act Health and Safety legislation, REACH standards for Supported Living, Valuing People Now, the role of CQC and Supporting People and other relevant legislation and its implications for service provision		Application form and Assessment Centre
	11.	An awareness of the rights and responsibilities of people with a learning disability and an ability to promote advocacy skills		Application form and Assessment Centre
Motivation/ Disposition	12.	Customer-focused and driven on by fulfilment in reaching high standards/quality with a flexible, positive and can-do approach to problems and working practices		Application form and Assessment Centre

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