



JOB DESCRIPTION

Job Title:	Supported Living Service Manager
Reports to:	Operations Manager
Accountable to:	Tower Project Director
Based at:	Supported Living
Liaises with:	Deputy Service Manager, Team Leaders, Registered Nurses and Senior Support Workers

JOB SUMMARY

To provide, manage and co-ordinate support for people that is based on their individual needs, desires and aspirations. To be responsible for the day to day organisation and effective running of services in compliance with the wishes of the individuals the Tower Project supports to live independently, the contractual obligations to the purchasing agencies, and legislative, statutory and organisation requirements.

To provide support to people in a way that is respectful, promotes independence and enables the individuals you support to realise their own potential. Effective delegation of duties to deputy service manager, team leaders, registered nurses, senior support workers and support workers as applicable. To promote good practice at all times, act as an effective and positive role model.

To support individuals in accessing the community, in their own homes or in any setting their needs and choices may require. Service managers may work alone with the people they support or as part of a team. Service managers may provide support to individuals with a variety of different specialist needs and conditions which may include learning disabilities, acquired brain injuries, physical disabilities, Autistic Spectrum Disorders, nursing needs, mental health conditions, neurological impairments, psychiatric and clinical needs, complex behaviours and other needs. Service managers may provide support in any location appropriate to meet the needs of the service.

MAIN DUTIES:

1. Assessing, planning and implementing, in partnership with the individuals you support, programmes of support and/or care that meet their general needs and maximise their independence, presence and participation within the community and to ensure the quality of service delivery.
2. Working with individuals (current and prospective people the Tower Project may support), families, advocates and other professional colleagues as required in order to facilitate good communication and decision making so that the service provided is co-ordinated and applicable.
3. Working closely with Operations Managers and Referral and Assessment Managers, in addition to external professionals, to assess new individuals and deliver and assist in presentations etc for service development and expansion.
4. Working with individuals (current and prospective), families, advocates and other professional colleagues as required in order to support individuals to maintain their personal finances, benefit entitlements, and tenancy agreements and to therefore gain financial security and long term housing.
5. Ensuring the continued financial viability of each service, closely monitoring budgets, contracts, care hours, auditing as necessary, and addressing any shortfalls at the earliest opportunity.
6. Being responsible for the recruitment, supervision, training and day to day management of staff so that the service can consistently provide the proper staffing levels, attitudes, and skills to support the individuals.
7. Ensuring the allocation of staff duties is clearly and adequately defined and communicated to all staff through the appropriate channels, to ensure that all staff members understand their own and others' roles and responsibilities.
8. Ensuring that each service remains within its allocated budget; monitoring expenditure on an ongoing basis and taking corrective action as appropriate.
9. Ensuring that all paperwork and returns required by the organisation and support purchasers are completed accurately and on time so that the service can meet its procedural and contractual obligations in terms of data collection and monitoring.
10. Attending provider forums, conferences and seminars as required by the Tower Project, and maintaining an up to date, in depth knowledge of the development of the sector.

11. Identifying and reporting risks, and if required taking necessary precautions to ensure health and safety for the individuals the Tower Project supports and visitors as specified within service contracts from housing partners and/or purchasing agencies.
12. Maintaining and developing specialist knowledge across a range of work procedures and practice by attending mandatory training and relevant professional development in order to continuously improve knowledge and skills.
13. Building and maintaining an excellent service reputation in the area, with purchasers and local authorities, and the community, ensuring high quality support provision and community presence at all times.
14. Co-ordinating and monitoring all mandatory training requirements, nominating and liaising with appropriate bodies as applicable in order to ensure that training is up to date and all staff members receive the appropriate training.
15. Complying with the Tower Project's Equal Opportunities Policy so as to ensure that no person is disadvantaged on the grounds of age, disability, sex, gender reassignment, pregnancy, maternity, race (which may include, nationality and ethnic or national origins), sexual orientation, religion or belief, or because someone is married or in a civil partnership.
16. Being responsible for ensuring that all staff are familiar with and are actively implementing company policies and procedures, including fire procedures.
17. Providing the Operations Manager/Director with reports on aspects of the services as directed, including undertaking regular audits of each service in your portfolio.
18. Carrying out duties in compliance with the Health and Safety at Work Act 1974 and subsequent Health and Safety legislation.
19. Managing rotas to ensure that all services have appropriate staff cover at all times, and that statutory and contractual obligations are met, if necessary working shifts on a staffing rota including weekdays, weekends, split shifts, wake nights, sleep-in, wake night duty and bank holidays as required, and working at multiple sites as necessary.
20. Planning, managing and covering special events such as service user holidays, liaising with family, advocate, social services etc as necessary.
21. Undertaking on call duties as required and managing on call rota for Team Leaders / Deputy Service Managers / Registered Nurses when you are not on call.
22. You may be required to undertake other duties appropriate to your post and/or hours of work, as may reasonably be required of you at your initial place of work or at any other of the company's establishments.

Please Note:

You may be required to undertake other duties appropriate to your post and/or hours of work, as may reasonably be required of you at any other sites or premises, locations in the community and in the homes of people we support as the Tower Project may reasonably require on an occasional or frequent basis to meet the needs of service provision as required by The Tower Project.

This is a description of the job as it is at present. The Tower Project may periodically review your job description and update it to ensure that it relates to the job as then being performed. It is the company's aim to reach agreement on reasonable changes, but if agreement is not possible the company reserves the right to insist on changes to your job description, following consultation.