

 The Northam Care Trust	Job Title:	Service Manager
	Reporting to:	Supported Living Registered Manager

JOB DESCRIPTION

Summary of Role

The key purpose of the role is to provide leadership and day to day supervision to a team of support workers, modelling excellent support and care, and effectively deploying the team and other resources so that the people your team supports experience excellent outcomes.

Providing person-centred support, in response to each individual's needs and aspirations, will require the post holder to be flexible and responsive to change. It is likely to involve working evenings, weekends and overnight (either waking or sleep-in) as well as sharing on call duties. Full time hours are 37.5 hour per week.

The post holder will have leadership of a team supporting people in single occupancy homes, in their family home, in shared supported living or community-based services. You will be assigned a team working within a defined geographical area – this may change from time to time.

Main Responsibilities:

- Role model the promotion of individuality, identity, rights, choice, privacy, independence, dignity, respect and partnership.
- Provide support, leadership and guidance to a team through mentoring, positive examples and challenging prejudice or discrimination; through formal and safeguarding procedures where appropriate.
- To demonstrate a commitment to the Safeguarding of Adults and to recognise and report any disclosure, suspicion or evidence of harm, risk of harm, abuse or neglect in line with TNCT's Safeguarding Adults policy.
- To be accountable for the service design and care and support plans of each person supported, ensure that the team fully understand those and that the service provided reflects the individual's wishes.
- To ensure people are supported to achieve their personal outcomes in relation to managing their daily life. This could include improved communication opportunities, better health, support to manage money, use transport, keep their home clean, prepare meals, use community leisure facilities, visit family and friends, and attend school, college or work.
- Where required to ensure people are supported through physical care, assistance or prompting, respecting their dignity and preferences. This could include supporting people to wash, dress, take medication or manage their continence.
- Undertake regular supervision meetings with staff identifying developmental opportunities where required.
- Ensure staff are effectively inducted through induction procedures and are given the appropriate mandatory and non-mandatory training to perform in their jobs.
- Keep good records, communicate effectively and share information as appropriate whilst maintaining confidentiality and data protection requirements in line with TNCT policies.

- Understand each person's preferred method of communication, demonstrating active listening and always encouraging their communication, for example through words, pictures, signing, technology or behaviour.
- Where people do not have capacity to make some decisions in their life you will offer support, guidance and advice that is in their best interest and follow the relevant processes under the Mental Capacity Act.
- Manage the resources of the services including rota management and budgets.
- Comply with all aspects of statutory and local regulations in respect of Health, Safety and Environment, undertaking checks and audits as required.
- Assist the Registered Manager with meeting all CQC regulations and in their absence liaise with CQC inspectors as needed.
- Organise and chair team meetings.

This list is not exhaustive and may vary between different types of support service.

Values

- Staff adhering to our Values and Behaviours policy

The Northam Care Trust will:

- Ensure that you are equipped with the necessary skills and knowledge you need to undertake this role.
- Provide supervision, appraisal, team meetings, training and access to career development opportunities.
- Offer additional training opportunities to enhance your career opportunities.

PERSON SPECIFICATION	
Essential Criteria	<ul style="list-style-type: none"> • Passionate about making a difference in the life of people with Learning and other Disabilities. • Experience of supporting people or of working in a social care setting. • A positive leadership style. • Clear written and verbal communication style. • Good IT skills and numerical ability. • To be willing to undertake required training, sometimes outside normal working hours. • To be willing and able to travel between locations as required. • To be available for flexible working patterns including evenings, weekends, sleep-ins and nights as well as sharing out of hours on call duties as required. • Ensuring all teams work towards and understand the key principles of Right Support, Right Care, Right Culture as defined by CQC guidance.
Desirable Criteria	<ul style="list-style-type: none"> • Experience in a leadership role in social care • Social care qualification or equivalent.