



## Job Description

<b>Job Title</b>	Support Manager
<b>Accountable to</b>	General Manager
<b>Location</b>	Belong

### KEY OBJECTIVES

- Provide leadership in the delivery of person centred services within the village in line with the Belong Values.
- Ensure that services provided meet with national and organisational standards and uphold the core values of Belong.
- Provide line management & coaching to the support worker teams.
- Agree, deliver and monitor identified learning & development targets.
- Undertake the responsibilities of a Registered Manager with CQC.

### SUPPORTING OBJECTIVES

#### Service Delivery

- Manage and support the service provided to residents of the households and apartments within current legislation, Belong policies and procedures and in partnership with families/ representatives and other agencies.
- Ensure a safe environment is provided for all residents, staff and visitors dealing with emergencies where appropriate.
- Lead in the ongoing assessment, planning and evaluation of services ensuring that residents are at the centre of all decision making.
- Record and evaluate health related risk assessments in partnership with residents, ensuring care and support packages are developed and reviewed with the individual.
- Ensure all residents are referred to the appropriate specialist professional using a person centred planning approach.
- Manage the medication systems and practices within the village ensuring Belong policies & procedures are monitored and audited.
- Ensure that all households are cleaned and maintained according to Belong specifications.
- Audit practice and services against the Belong values and agreed minimum standards
- Actively encourage customer feedback to evaluate and make recommendations to service provision.
- Ensure that records are maintained in accordance with Belong policies and procedures, CQC and the Service Contract Agreement.
- Ensure that the Customer Journey is always followed by the Support Worker Team.

#### Team participation

- Be a visible role model across all households.
- Participate fully as a member of multi-disciplinary and multi-agency teams in initiating, implementing and evaluating residents care and support packages within Belong Policies and Procedures.

- Lead on the development of the household teams through assessment, planning and evaluation of practice skills and knowledge against the customer service provision.
- Carry out any other reasonable task as directed by the General Manager.

### **Management & Supervision**

- Inform the General Manager of any 'out of hours' problems.
- Undertake investigations around areas of complaints and incidents as part of the management team.
- Participate in a flexible management team ensuring that there is management presence 7 days a week.
- Provide line management and coaching to support workers ensuring that Personal Development Reviews reflect the performance of the individual and the aims & objectives of Belong.
- Effectively manage attendance of staff within Belong policies and procedures.
- Effectively manage household rotas within agreed resources.
- Promote and develop respectful and positive communication between staff, residents and all visitors.
- Identify targets and training needs in accordance with Belong values and as a response to customer feedback.
- Chair household meetings as required.

### **Learning & Development**

- Undertake learning and development opportunities that have a legal or organisational requirement.
- Plan & deliver appropriate induction and on-going mandatory training e.g. moving & handling.
- Keep up to date with best practice as part of an ongoing personal development plan.
- Develop training plans to reflect the needs of the individual staff member and customer

**PERSON SPECIFICATION**



**JOB TITLE            Support Manager**

<b>FACTORS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills.</li> <li>• Proficient use of E-Mail, Internet and Microsoft Office applications.</li> <li>• Ability to lead by providing guidance and mentoring.</li> <li>• The ability to influence others to follow a particular action or adhere to a specific policy/procedure.</li> </ul>	
<b>Previous experience</b>	<ul style="list-style-type: none"> <li>• Experience of managing the day to day running of older people’s services.</li> <li>• Experience of leading and managing people.</li> </ul>	
<b>Qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>• NVQ 4 in Health and/ or Social Care or equivalent.</li> <li>• NVQ 4 in Management</li> <li>• A good understanding of the needs of older people.</li> <li>• A1 award.</li> <li>• V1 award</li> </ul>	<ul style="list-style-type: none"> <li>• Qualified Moving &amp; Handling Instructor.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Commitment to equal opportunities and the ability to foster and manage diversity.</li> <li>• Committed to the values of Person Centred Care.</li> <li>• Ability to motivate and develop a team of staff in a flexible, collaborative, participative team working style.</li> </ul>	
<b>Special Requirements</b>	<ul style="list-style-type: none"> <li>• Clean driving licence with access to own vehicle in order to visit potential customers and other Belong villages.</li> </ul>	