

Role Profile

Role Title:	Head of Supported Living
Department:	Supported Living
Role Purpose:	Working with the functional Director to lead and develop a high quality supported living service that are business like and comply will all legal, contractual and regulatory requirements. Create an environment where colleagues are engaged and motivated and Midland Hearts values and behaviours are fully embedded.
Reporting to:	Director of Retirement and Supported Living
Responsible for:	Inclusion Service Managers
Disclosure Level:	n/a
Role Level:	Strategic Leader

Key Role Responsibilities	<p>Lead, develop and manage the team, acting as a role model for team members and leading by example to maximise their performance potential.</p> <p>Creating a working environment were colleagues feel empowered and engaged.</p> <p>Provide leadership & vision for the on-going development of high quality supported living services.</p> <p>Develop and implement effective performance frameworks to deliver required customer, financial and contracted outcomes.</p> <p>Work with other leaders across the business to create a cross directorate culture of collaboration.</p> <p>Take a lead role in the governance and implementation of the organizations statutory duties concerning safeguarding. Ensuring that a clear operational policy and procedure for safeguarding is in place and that staff are trained to understand the six principles of safeguarding, recognize symptoms of abuse and be vigilant and able to respond to safeguarding concerns.</p> <p>Support the functional Director in delivering a successful divestment of</p>
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	<p>care activities in the business.</p> <p>Support the functional Director in developing strategies and plans that will structure services for the future and encourage their development ensuring maximum efficiency and effectiveness. The aim is to ensure our processes are 'simple, effective and that work'</p> <p>Keep abreast of housing and support political developments across the housing sector and the UK economy in general.</p> <p>Build and manage relationships with external stakeholders, including commissioners, regulators and trade bodies, actively promoting the work of the Group with our partners and stakeholders.</p> <p>To contribute to, and operate at all times in accordance with the principles of good governance and the policies and procedures of the Association.</p> <p>Be accountable for the preparation and management of all designated operational budgets and management of assigned supplier contracts. Keep business costs and allocated resources under constant review and successfully deliver financial targets.</p> <p>Ensure our work on VFM remains high profile and that it remains transparent. Very much aligning this to our corporate plans and benchmarking work.</p> <p>To be responsible for the health, safety and welfare of yourself, customers and others at work and to undertake the health and safety duties outlined in the Midland Health & Safety Policy.</p> <p>Promote and embed the Midland Heart organisational values.</p> <p>Any other duties commensurate with the role.</p>
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Education, Qualifications and Training	Housing qualification or significant work experience in a related field.
Knowledge and Experience	<p>Experience of leading and managing people focused services at a managerial level.</p> <p>Experience of working within a regulated environment.</p>

	<p>Experience of successfully leading and managing large and dispersed teams of people.</p> <p>Experience of successfully developing and controlling significant budgets</p> <p>Experience of successfully delivering large change programs.</p> <p>Experienced in developing strategies and plans that deliver tangible results.</p> <p>Detailed knowledge of care and support environments and legislative and regulatory frameworks</p> <p>An ability to write high quality reports to governance boards</p> <p>Able to develop systems, plans and strategies</p> <p>Proven competence in change management</p> <p>Proven competence in managing and controlling budgets to meet financial targets</p>
<p>Role Specific Skills & Behaviours</p>	<p>Committed to eliminating discrimination and inequality as well as embracing diversity.</p> <p>Customer focused with a commitment to respecting dignity and pursuing an excellent customer experience.</p> <p>High degree of personal drive, capable of delivering results to tight timeframes and under pressure.</p> <p>Committed to the aims and ambitions of the organisation and the broader issues of the housing and care sector.</p> <p>Skilled at motivating large teams of people and able to communicate the values of the organisation.</p> <p>Able to work under own initiative</p> <p>Apply strategic thinking and effective problem solving</p> <p>Excellent communications skills sufficient to explain complex issues easily</p>

	<p>Able to develop demanding performance standards that successfully deliver service and financial objectives.</p>
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	<p>Able to work collaboratively through excellent negotiating and influencing skills.</p>
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