

Role Profile

Role Title:	Independent Living Manager
Department:	Supported Living
Role Purpose:	To provide effective management to a small number of schemes providing accommodation and housing related support.
Reporting to:	Head of Supported Living
Responsible for:	Independent Living Officers, Housing Officers, budgets, health and safety, voids, emergency response planning
Disclosure level:	Enhanced
Role Level:	Front Line Manager

Key Role Responsibilities	<p>Service Delivery</p> <p>To ensure a brilliant standard is provided in all aspects of service delivery</p> <p>To develop a productive relationship with Local Authorities to provide a collaborative approach to referrals and service delivery.</p> <p>Develop positive relationships with customers and provide them with an effective communications network; managing complaints in line with policy and procedure.</p> <p>Conduct relevant audits and implement and monitor improvement plans as required.</p> <p>To ensure effective and sustainable move-on plans are in place for customers and that customers achieve independent move-on within the agreed timescales.</p> <p>Liaise with statutory and voluntary agencies to ensure necessary support is provided for customers.</p> <p>Responsible for financial viability of the service; ensuring compliance with Midland Heart policy and procedures and all funding and contractual obligations.</p> <p>To ensure that all safeguarding incidents are reported, managed, recorded and monitored in accordance with not only Midland Heart's policies and procedures but also those of the Local Authority.</p>
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To review and set annual service charges for customers; ensuring they accurately reflect all related costs and amenity charges.

To ensure all related Housing Management tasks including assessments, sign -up's, generating referrals, managing ASB and taking legal actions as required are adequate and completed to expected standard

Ensure all new customers understand payments process for property charges.

To ensure customers benefit from a domestic environment which is secure, well administered and well maintained.

Ensure the security of the building is maintained.

Ensure the building is kept in a clean and hygienic condition and the grounds and communal areas are well maintained through effective performance management of staff and contractors.

To respond promptly and effectively to crisis and emergency situations.

Performance Management & Reporting

To manage and monitor performance of service delivery and risk, ensuring compliance with quality standards and performance targets, in accordance with contractual arrangements, relevant regulatory framework, and Midland Heart's policies procedures.

Manage and monitor the team's performance to ensure that standards, policies and procedures are complied with.

Provide performance reports accurately and within time scales as requested.

To take responsibility for and monitor the day-to-day administration of the service, including housekeeping, ordering of supplies, notification of repairs and arrangements for replacements, as required.

To write reports and assessments of customers as appropriate and to ensure that all records, communications, statistical information, performance indicators and quality assurance measures are up-to-date and accurate; to assist other staff in the production of assessments and reports as appropriate

To ensure that all appropriate certificates and licenses are obtained and displayed.

Staff Management

To be proactive and ensure the staff team in the service are fully engaged in reviewing, developing and delivering on the organisation's corporate plan.

Recruit, appraise, manage and develop the performance of staff in the service(s) so that they function as a cohesive high performing team which achieves organisations standards and key targets.

Deliver efficient use of staffing resources in the service, ensuring that staffing levels are safe, appropriate and contain the necessary skills on every shift in accordance with operational policies and contractual agreements.

Ensure that each member of staff is fully aware of their role and responsibilities, receives regular and appropriate supervision, and has a personal development plan which is based on a balance between the needs of the individual and the service.

To ensure that regular staff team meetings are convened and recorded

Create an open and honest environment in which staff feel able to contribute their views and ideas on the development of the service as appropriate.

Health and Safety

To deliver and monitor the Health and Safety of customers, staff and visitors to the service and ensure adherence to policies, procedures and risk assessments.

Ensure all customers have information about health and safety and what do in an emergency.

Ensure compliance with statutory hygiene and food handling requirements, achieving 5-star rating with environmental health.

Ensure fire safety standards are met in line with policies and procedures.

General

To work flexibly within a 24-hour rota and to provide stand-by and on-call cover as appropriate.

To provide cover as necessary for absent Managers as and when required.

	<p>Attend training courses as designated by the organisation</p> <p>Attend all meetings as required</p> <p>Any other duties commensurate with the nature and status of the role.</p>
Education, Qualifications and Training	<p>NVQ Level 4 or 5 in Management or equivalent qualification</p> <p>Evidence of ongoing continuous professional development</p>
Knowledge and Experience	<p>Knowledge of the Care Act</p> <p>Knowledge and experience of customer involvement</p> <p>Knowledge of relevant legislation as it impacts upon the customers.</p> <p>Experience of leading, managing and motivating staff.</p> <p>Working knowledge of Health & Safety legislation and regulation</p> <p>Experience of change management.</p> <p>Demonstrable experience of managing budgets to ensure financial viability.</p>
Role Specific Skills & Behaviours	<p>High customer service focus, with excellent communication and interpersonal skills.</p> <p>Well organised, with the ability to work to tight deadlines and excellent attention to detail.</p> <p>Strong understanding and respect for confidentiality.</p> <p>Ability to adapt to changing demands and deadlines.</p> <p>Innovative and creative</p> <p>Maintains effective work behaviour in the face of setbacks or pressure.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p>