

## Role Profile

<b>Role Title:</b>	Senior Support Officer
<b>Department:</b>	Independent Living
<b>Role Purpose:</b>	The role will lead and manage schemes to ensure that the highest possible standards of service is provided in line with regulatory and contractual requirements, ensuring the service delivered to customers delivers high contractual performance against commissioning arrangements.
<b>Reporting to:</b>	Regional Support Manager
<b>Responsible for:</b>	Support Workers
<b>Checks:</b>	Enhanced DBS and Social Media Check
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<p>Service Delivery</p> <ul style="list-style-type: none"> <li>• To ensure a brilliant standard is provided in all aspects of service delivery.</li> <li>• To work collaboratively intensive housing management service to ensure provision is aligned with any contractual arrangements.</li> <li>• To develop a productive relationship with Local Authorities/Support Agencies to provide a collaborative approach to allocations and service delivery.</li> <li>• Develop positive relationships with customers and key stakeholders by providing them with an effective communications network; managing complaints in line with policy and procedure.</li> <li>• Conduct relevant audits and implement and monitor improvement plans as required.</li> <li>• Liaise with statutory and voluntary agencies to ensure necessary support is provided for customers.</li> <li>• Responsible for ensuring the completion of all support related activity including risk assessment, risk management plans, support plans and any other requirement set out as per commissioning arrangement.</li> <li>• Complete all contractual reporting in line with contractual obligations.</li> <li>• Attend and facilitate provider meetings.</li> </ul>
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- Represent and showcase Midland Heart Services to relevant partners and stakeholders.

- 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, 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.

- 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.

- 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.

	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Ensure all service users have information about health and safety and what do in an emergency.</li> <li>• Ensure fire safety standards are met in line with policies and procedures.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• To work flexibly and to provide stand-by and on call cover as appropriate.</li> <li>• To provide cover as necessary for absent Managers as and when required.</li> <li>• Any other duties commensurate with the nature and status of the role.</li> </ul>
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<p><b>Education, Qualifications and Training</b></p>	<ul style="list-style-type: none"> <li>• Health and Social Care Diploma Level 3 or A level equivalent.</li> <li>• Evidence of ongoing continuous professional development.</li> </ul>
<p><b>Knowledge and Experience</b></p>	<ul style="list-style-type: none"> <li>• Housing Related Support experience.</li> <li>• Experience of leading, managing and motivating staff.</li> <li>• Working knowledge of Health &amp; Safety.</li> <li>• Demonstrable experience of managing budgets to ensure financial viability.</li> </ul>
<p><b>Role Specific Skills &amp; Behaviours</b></p>	<ul style="list-style-type: none"> <li>• High customer service focus, with excellent communication and interpersonal skills.</li> <li>• Well organised, with the ability to work to tight deadlines and excellent attention to detail.</li> <li>• Strong understanding and respect for confidentiality.</li> <li>• Ability to adapt to changing demands and deadlines.</li> <li>• Innovative and creative.</li> <li>• Maintains effective work behaviour in the face of setbacks or pressure.</li> <li>• Understanding of and commitment to the principles of equality and diversity.</li> </ul>

