



JOB DESCRIPTION

JOB TITLE: Community Support Manager

ACCOUNTABLE TO: Operational Services Manager

RESPONSIBLE FOR: Deputy Support Manager & Support Workers

SALARY: £22,255 to £25,004

KEY PURPOSE OF ROLE:

- To effectively manage a team of Support Workers in providing appropriate support to individuals with a Learning Disability, Autistic Spectrum Disorder and complex challenging behaviour, thus enabling them to live within their own home and to fulfil their role as a Tenant.

RESPONSIBILITIES:

- To assume first line-management responsibility for a Specialist Supported Living service.
- To effectively manage the performance of the individual staff and the team as a whole, thus ensuring a high quality of service delivery at all times.
- To manage and monitor the use of all financial resources within the scheme - both individual Service Users' monies and those of the Scheme.
- To directly support and supervise individuals and teams; ensuring that regular and consistent supervision and appraisal is provided, in line with organisational policies and procedures.
- To manage a service which meets the best possible outcomes for the individual including regular consultation with service users and staff to identify any areas for development/improvement.
- To promote the interests of all individuals within the community, maximising community integration opportunities.

- To ensure that individuals are supported in a manner which facilitates the maximisation of their individual skills and independence generally.
- To ensure that staff are provided with the required training and development opportunities in order to fully equip themselves to carry out their role effectively.
- To create, develop and sustain partnership working relationships with the Commissioning Authority, Health, other external agencies, families, advocates etc.
- To contribute fully towards Perthyn's quality assurance processes, ensuring evident continual service improvement.
- Develop, maintain and evaluate systems and structures to promote the rights, responsibilities and diversity of people.
- To ensure compliance with all of Perthyn's policies and procedures.
- To take responsibility for your own performance and professional development – along with that of the staff team. This will include appropriately responding to areas of poor performance.
- To lead the work of teams and individuals to achieve their objectives.
- To attend and facilitate team meetings as required – ensuring that any issues of concern are addressed appropriately.
- To undertake any training and development initiatives identified by the Operational Services Manager.
- Any other duties, commensurate with the grade and responsibilities of the role, as designated by the Assistant Director.

This Job Description will be reviewed and amended, in the light of operational experience.

PERSON SPECIFICATION

	CRITERIA	ESSENTIAL	DESIRABLE
1	Minimum 5 years experience of working in the learning disabilities field	✓	
2	Direct experience of staff management	✓	
3	Experience of motivating, leading and supervising a staff team	✓	
4	Experience of Disciplinary matters and procedures		✓
5	Experience of monitoring care and service provided to a tenant	✓	
6	Minimum of 2 years' experience of working with individuals on Autistic Spectrum and Challenging Behaviour	✓	
7	Able to deal with and negotiate effectively with Multi Disciplinary teams	✓	
8	Able to implement and manage a consistent approach to change	✓	
9	Able to advocate on tenants behalf with G.P.'s, dentists, chiropodists etc.	✓	
10	Able to maintain an effective staff rota considering scheme & tenants needs	✓	
11	Able to communicate effectively orally and in writing	✓	
12	Able to manage time effectively	✓	
13	Able to manage house budget/finances	✓	
14	Able to identify staff development/training needs	✓	
15	Able to effectively lead a staff team	✓	
16	Able to demonstrate effective strategies for enabling user participation and development in managing difficult behaviours	✓	
17	Able to co-ordinate and manage tenant's activities	✓	
18	Able to maintain effective working relationships with internal and external bodies	✓	

19	NVQ Level 2 (Care) or equivalent	✓	
20	NVQ Level 4 (Registered Manager's award) or equivalent	✓	
21	D32/D33 (Assessor's Award)		✓
22	Have completed a BTEC Diploma in Positive Behaviour Support or willing to work towards	✓	
23	Knowledge of the Care Standards (Wales) Act and how this impacts on these services	✓	
24	Knowledge of relevant legislation		✓
25	Must hold a current, valid U.K driver's licence and be prepared to travel as required	✓	
26	Must be prepared to respond out of normal working hours	✓	