

Job Title: Support Manager

Reports To: Operations Manager

Job Purpose

As a Support Manager you will lead and manage your staff team to ensure that we are delivering high-quality, safe, and person-centred support to enable people we support to achieve great outcomes. To ensure the support is provided in line with legal and contractual requirements. The role is to foster excellent working relationships amongst my teams, and you will be responsible for timely and effective recruitment, training, and induction of new staff. Have the ability to drive continuous improvement in retention and the culture within the teams you oversee.

You will work with the following people and teams:

- People we Support
- My teams
- Internal staff in other departments
- External agencies and other organisations, incl. GP's, health professionals, social workers, safeguarding teams etc
- CQC/SCI/ Quality Compliance Teams

Key Responsibilities

People We Support

1. Responsible for ensuring that the highest quality and standards are met in the preparation of risk assessments, support plans, health plans and person-centred support, ensuring that outcomes can be monitored, met, and evidenced in Nourish, our operations system
2. Able to demonstrate a significant knowledge and understanding of the needs of people with learning disabilities and/ or complex mental health needs and be familiar with best practice developments
3. Develop and maintain excellent working relationships with families, professionals, referrers, and all other stakeholders
4. Leading by example and provide hands on support to people we support when required
5. Willing to work flexibly according to the needs of the organisation, having a regular presence in locations and responsible for providing on call support and assistance on a rota basis

6. Ensuring two-way communications are in place and proactively engage with multi disciplinary teams providing meaningful outcomes for the people we support, including GPs, Social Workers, families, day opportunities and other key stakeholders
7. Monitor accident and incident reporting, identifying, and escalating any key themes, and proactively respond to emergency situations
8. Ensure that all relevant records in relation to people we support are appropriately maintained, accurate and up to date within the operations system

My Teams

1. You will need excellent time management skills with the ability to plan and prioritise a complex workload, delegating effectively where necessary
2. Able to lead and develop teams to deliver innovative, person centered support that meet the needs of the people we support and expectations of commissioners/ CQC (Care Quality Commission) / SCI (Scottish Care Inspectorate)
3. Use staff resources efficiently and effectively, including the management of rotas, additional hours, use of bank/agency and compliance with working time regulations, and ensure that all staffing records and requirements are kept up to date to maintain correct staffing establishments
4. Ensure 4-weeks' worth of rotas are always available for staff using our electronic rota management system
5. Ensure all staff are supported and developed through on the job coaching, feedback, individual 121, team meetings and observations of practice, identifying and promptly addressing learning and development needs and providing positive feedback
6. Lead and manage staff to always ensure that the highest levels of performance and standards of conduct are met, taking advice and action to swiftly address any concerns
7. Lead the recruitment, induction, and training of staff, ensuring compliance with Recruitment & Selection policy and equality legislation
8. Champion and support the implementation of change, best practice, and continuous improvement
9. Provide support, guidance, and line management to Support Workers so that support provided delivers desired outcomes and focuses on the aspirations that people we support have identified
10. Support the implementation of change, best practice and continuous improvement and lead the performance management and development of Support Workers, including coaching, regular 1 to 1s and performance development reviews, and help to always drive elevated levels of performance and standards of conduct, taking advice and action to swiftly address any concerns

Quality and Compliance

1. Undertake the role of Registered Manager (CQC) where required
2. Ensure all records, personal, staff and people we support data are maintained, accurate and up to date on all relevant systems and in line with GDPR (General Data Protection Regulation) and Equality, Diversity and Inclusion policies and procedures
3. Drive compliance with all policies and regulatory requirements; whilst striving to achieve the best possible outcomes and internal/external recognition of quality, including but not exclusive to safeguarding, DBS, EDI (Equality, Diversity, and Inclusion), GDPR data protection, HR, and health and safety
4. Monitor and drive compliance of mandatory training, and person specific training
5. Undertake the training required to deliver the role and complete courses that enable you to deliver the training to others, e.g. PROACT-SCIPr and Moving and Handling

Finance

1. Demonstrate financial and commercial awareness and can review management information and evaluate it to make sound decisions
2. Authorise staff additional payments, invoices, petty cash, etc in accordance with financial procedures and delegated authorities, within the budget of each location

General Duties

1. Ensure all records, personal, staff and people we support data are managed in line with GDPR and Information Governance policies, relevant legislation, codes of practice or contractual obligations
2. Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
3. Act in accordance with the organisations Health & Safety and Safeguarding policies and to notify my line manager promptly if there are any concerns
4. Participate in regular 121's and appraisal and undertake any relevant training
5. Work in accordance with the organisation policies and those of external regulators or professional bodies

The list of duties is not exhaustive; the line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.

Person specification

Factor	Essential	Desirable
<p>Skills, Competency & Values</p>	<p>Communication – verbal and written Accurate communication skills with attention to detail. Confident and persuasive communicator. Demonstrable questioning and listening skills. Explain and convey complicated information in a clear manner that is adapted to the audience.</p> <p>Relationship Management – Able to build effective working relationships at all levels, demonstrating credibility and understanding of needs. Able to propose and influence solutions. Able to show empathy and understanding to others.</p> <p>Planning and Organisation – Ability to manage a busy workload, effective time management, reliable, meets deadlines, proven prioritisation and decision-making skills. Able to take a flexible approach and prioritise high volumes of work with regular interruptions.</p> <p>Results oriented – A positive ‘can do’ attitude, driven & focused on effective outcomes and solutions. Conscientious and customer focussed.</p>	

	<p>Values – Demonstrates company values. Self-motivated and enthusiastic to learn new skills. Demonstrates an inclusive approach at work and supportive to colleagues. Tenacious and resilient. Discrete and maintains confidentiality of information.</p>	
Education and Qualifications	Educated to at least GCSE or equivalent standard.	NVQ 5 / QCF Diploma in Health & Social Care related subject or willing to work towards
Knowledge	<p>Identify and take action to resolve issues quickly and efficiently.</p> <p>Demonstrate a significant knowledge and understanding of the needs of people with learning disabilities, mental ill-health, and complex support needs.</p> <p>Knowledge and understanding of CQC/SCI Regulations and reporting requirements.</p> <p>Knowledge and understanding of the Mental Capacity Act and Deprivation of Liberty Standards.</p>	
Experience	<p>Experience required</p> <p>Engage with and place people we support at the heart of their support.</p> <p>Experience of managing the support and staff in a health and/ or social care setting.</p>	

	<p>Experience of dealing with and reporting Incidents/Accidents/Near Misses and safeguarding reporting.</p> <p>Experience of leading and managing a dispersed team across multiple locations, including recruiting, and managing performance.</p> <p>Demonstrate the ability to effectively managing budgets.</p>	
<p>Other Specific Rrequirements</p>	<p>Good knowledge of business software i.e. Microsoft Office/365 (Excel, Word, PowerPoint, Outlook, Sharepoint, OneDrive) and the ability to use in-house systems.</p> <p>Committed to equal opportunities and diversity.</p> <p>Occasional travel within the UK</p>	