

HIGHTOWN HOUSING ASSOCIATION JOB DESCRIPTION

JOB TITLE:	Care and Supported Housing Scheme Manager
RESPONSIBLE TO:	Operations Manager
RESPONSIBLE FOR:	Support Workers and Night Supervisors

JOB CONTEXT

Hightown is a charitable housing association (operating in Hertfordshire, Bedfordshire, Buckinghamshire and Berkshire) aiming to help people who need support and care or who cannot afford to buy or rent a home at market values. We do this by building hundreds of much needed new homes and providing care and supported housing services for a wide range of people.

We currently manage almost 6,000 homes - mostly in the Dacorum, St Albans, Watford, Aylesbury Vale, North Herts and Hertsmere districts and employ over 900 staff (mainly in our care and supported housing schemes).

Hightown Support

Within our care and supported living schemes we work across a diverse range of client groups. These include people with Learning Disabilities (including Autistic Spectrum Disorders), people with Mental Health problems, Young people and adults experiencing Homelessness and women who have survived Domestic Violence.

Our aim is to help them develop independent living skills, to be involved in decisions regarding their lives and to participate in their local community.

OVERVIEW

The Care and Supported Housing (C&SH) Scheme manager is part of the management team which provides a good quality service and promotes high standards of practice conducive to meeting the social, emotional and physical needs of the service users. He/she will work as part of the team to provide a flexible service, which responds to changing needs. This includes ensuring the home runs smoothly on a day-to-day basis, being involved in moving the service forward with new ideas and acting as a role model for staff at the service. In the absence of the Supported Housing Manager he/she will provide management support as required, under the guidance of the C&SH Manager and the relevant Safeguarding Team. This includes ensuring that the home complies with the relevant care standards and Health and Safety legislation.

KEY RESPONSIBILITIES

- Ensure the emphasis of the homely environment is enhanced and maintained.

- To have responsibility for co-ordinating individual support, planning and key working, and to:
 - Ensure residents individual needs are identified and met.
 - Support each individual in the development of everyday living skills.
 - Support individual residents to take an active part in the running of their own home.
 - Support each person to set and achieve goals.
 - Encourage individuals to make their own decisions.
 - Support each person to make full use of community facilities.
 - Assist each person to maintain links with family and friends.
 - Ensure the administration of medication and health care needs are met.
 - Promote rights choice and dignity and independence.

Leadership

- Assist in the recruitment of project staff in conjunction with the management team and ensure all relevant legislation and policies are adhered to.
- Carry out regular supervision and appraisal of staff, identifying individual training needs and informing the manager of these as they arise.
- Promote and encourage effective communication between team members including through regular team meetings.
- Ensure that effective induction is carried out.
- Participate in action identified to meet training and development needs.
- Ensure that all staff are aware of the Associations policies and procedures and are informed promptly of changes.
- Ensure the safe keeping and administration of drugs in accordance with agreed policy and legislation.
- Ensure that all staff are aware of the need for strict confidentiality regarding the health and personal affairs of residents.
- Maintain good working relationships with other health and social service professionals and agencies involved with residents or the Association.
- To develop and maintain relationships with relatives, neighbours and others in the local community.
- Ensure that residents and staff are fully aware of fire and emergency procedures, and those staff are able to fulfil their responsibilities and work to procedures. Premises
- Advise the Associations relevant officer of any malfunction or faults, and ensure the security of the premises.
- Ensure that the fire regulations are complied with and advise the Manager if there is any risk.
- Ensure that legislation and regulations concerning environmental health and health and safety are complied with and to report where action is required. Finance
- Maintain project petty cash impress in accordance with the Associations procedures.
- Ensure the safe keeping of resident's money kept within the home.
- Authorise staff for additional hours and expenses and approve payments within allocated resource levels.
- Draw up staff rota's within allocated resources and submit additional hours and expenses claims to Managers for authorisation. Special conditions of service

- The hours of working should be flexible to cover evening, bank holiday and weekends if required.
- To undertake 'sleep in' duties.
- To participate in the on-call system only for the home if required.
- Any other reasonable duties as requested.
- To participate in the development of this job description as necessary. This job description reflects the present requirements of the post. As duties and responsibilities develop and change, the job description will be reviewed.
- Hightown operates a non-smoking policy. It is not permitted to smoke in any property belonging to tenants or the Association. Services Users co-operation can be sought to encourage them not to smoke whilst you are in their homes.

Any other reasonable duties consistent with the responsibilities of this post as agreed with the line manager.

PERSON SPECIFICATION

	Essential	Desirable
Experience		
Previous experience of working in the care/support field	√	
Ability to		
Review and critique service user support plans and risk assessments and ensure these are of a good quality	√	
Implement risk management plans and contribute to the risk management process.	√	
Communicate effectively verbally and in writing	√	
Respond appropriately in a crisis	√	
To understand and manage a budget		√
Supervise and support staff effectively	√	
Plan appropriate care and support for residents	√	
Demonstrate good administrative and organisational skills	√	
Communication with other professional organisations in the community	√	
Personal Characteristics		
A positive attitude towards the people we support	√	
Responsible and reliable	√	
Understanding and commitment to Equal Opportunities	√	
Flexible approach and responsive to change	√	
Highly motivated and enthusiastic	√	
Ability to work with individuals whose support needs are complex and whose behaviour may challenge (<i>Dependent on Scheme</i>)		√
Knowledge and Understanding		
Knowledge of the Care Act		√
Knowledge of good practice in working with client group		√
Knowledge of welfare benefits		√
Knowledge of community resources and facilities		√
Knowledge and understanding of health & safety legislation		√
Other requirements		
Ability to work to a rota to provide 24 hour cover	√	
Ability to work unsocial hours and on call	√	
Car Driver	√	
Use of car for work	√	
Commitment to the values of Hightown to put our residents and service users first and deliver excellent levels of service.	√	
Show a strong work ethic and demonstrate extra effort when required.	√	
Take ownership for resolving problems, demonstrating courage	√	

and resilience in dealing with difficult situations.		
Work co-operatively with others to get things done, willingly giving help and support to colleagues	√	
Treat people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.	√	

Candidates are reminded that the shortlisting process is based on the evidence provided on the application form of the skills demonstrated above.