**Resource Manager (SHALD) – Supported Living**

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| **Role Purpose** |
| To oversee and manage the day to day delivery of high-quality care and support services within a flagship supported living scheme, promoting respect, equality and independence and providing an environment where people can thrive and become the best they can be. Supported by the Service /Registered Manager, the post holder will be responsible for the staff team and people who use the service in all day to day affairs and will help develop the long-term future of this scheme.  |
| **Portfolio** |
| Supported housing for Vulnerable Adults with a learning/Physical disability, mental health problems, challenging behaviour, autism, ABI (Acquired Brain Injury) and a variety of complex health care issues. |
| **Key Relationships** |
| * To line manage Senior Community Support Workers (CSW) and CSW staff to provide an exceptional quality of service
* Reports to the Resource / Registered Manager, Supported Living Service
* Works as part of a wider team of Resource Managers within the Supported Living Service
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| **Main Accountabilities and Responsibilities** |
| **Key Tasks*** Provide leadership and direction to a staff team to ensure the provision of high-quality person-centred care, within an enabling and encouraging environment in which service users can develop and thrive
* Set and maintain the highest standards of care delivery, to include developing positive outcome-based care plans, supportive risk assessments, effective medication management and infection prevention and control routines, and the provision of dignified and respectful personal care services
* To champion the needs of our service users, liaising with families, working with other professionals in MDTs, and supporting all areas of financial management
* Continually evaluate the quality of service provided, completing all required compliance checks and audits and seeking opportunities to enhance the systems used to assess, monitor and improve outcomes for service users
* To effectively manage available resources in line with allocations, current care plans, individualised budgets and CHC funding, anticipating changing needs and adjusting as necessary
* Oversee and participate in the provision of ‘on call’ services to staff and service users
* Contribute to the Organisation’s leadership team
* Be prepared to work flexibly to ensure the safe delivery of the service
* You will be responsible for the operational management and quality of the service. You are expected to collaborate with the Housing Provider, local authority and other stakeholders. You will ensure that CQC care standards are met and the highest level of customer service is provided
* Promote awareness of the service and respond to enquiries and referrals. Undertake need and risk assessments. Contribute to the Allocations Panel, collaborating with housing management to fill vacancies according to the service aims and specification and ensure best value to the commissioners.
* Build links with voluntary and neighbourhood groups to promote social inclusion and community connections, ensure positive promotion of the scheme and client use of community resources and integration into the community.
* Collaborate with housing providers to ensure a high standard accommodation and physical environment and that all areas are attractive, clean and well maintained. Ensure that repairs are promptly reported. Escalate matters in line with the Service Level Agreement if repairs have not been completed within allocated time scales and/or to the client’s satisfaction.
* Promote safety for clients and staff and a culture of positive risk management which balances protecting vulnerable clients with enjoying opportunities at a fulfilling life.

**Managing People** * Encourage individuals and teams to find their own solutions and to take responsibility for their work.
* Assess the team’s performance and guide their personal and professional development
* Maintain knowledge and practice of all statutory procedures.
* Manage staff performance including attendance at work, poor performance, grievance and disciplinary matters

**Representing MioCare** * Represent the company as required by attending meetings, conferences and networking opportunities to promote and raise awareness of services delivered by MioCare.
* Establish effective relationships with key external stakeholders, including relevant professional bodies and the statutory regulators
* Ensure the delivery of excellent customer care within the business.
* Uphold the highest ethical standards, observe confidentiality, exercise discretion and maintain the ethos of the company.

**Meet all Regulatory Requirements*** Be responsible for the safe delivery and accurate recording of care in line with legislation, the CQC, and our Company policies
* Ensure that policies and regulations pertaining to management of buildings, fire safety, food safety, personal hygiene and infection control, environmental health, general safety and security are adhered to by staff, tenants and visitors.
* To lead on the reviewing, monitoring and updating of all service user documentation to include care plans, risk assessments and medication records whilst evidencing choice, preference and consent to care and treatment
* Understand and monitor health and safety in the workplace
* Ensure that the service plan and its objectives are understood, delivered and monitored the by relevant team personnel.
* To investigate complaints, producing accurate reports including problem solving and learning

 This list of duties is not exhaustive, and you will likely be required to undertake additional ad hoc duties for which any required or relevant training and support will be provided. |

**Person Specification**

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| **Education and Qualifications** | * NVQ Level 4 in Health and Social Care or equivalent (or willingness to work towards)
* Full UK Valid Car Driving Licence and use of vehicle
 | * Essential
* Essential
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| **Experience** | * Management experience in care/health sector
* Successful experience of assessing and developing staff
* Experience of working with care planning and rotas
* Experience of managing budgets and financial information
* Experience of managing accommodation services for people with complex needs
 | * Essential
* Essential
* Essential
* Essential
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| **Knowledge** | * Knowledge of current CQC regulatory framework and functions
* Knowledge of Person-Centred Planning and the care and support needs of people with complex and challenging behaviours
* Knowledge and experience of Intensive Housing Management criteria, specifically around allocations, tenancy sustainment, promoting independence and safeguarding
 | * Essential
* Desirable
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| **Skills and Abilities** | * Excellent verbal and written communication skills with the ability to produce clear and concise reports
* Excellent interpersonal skills, able to interact effectively at all levels within the Group
* Ability to create positive relationships with service users, carers and professionals
* Self- motivated with ability to work on own initiative or as part of a team
* Ability to work under pressure to meet agreed deadlines across portfolio
* Good organisational and time management skills
* Energetic, enthusiastic and highly motivated
* Strong leadership and able to have difficult conversations where appropriate
* Suitably proficient IT skills and ability to work with a variety of electronic systems
 | * Essential
* Essential
* Essential
* Essential
* Essential
* Essential
* Essential
* Essential
* Essential
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| **Personal Attributes** | * Has a positive can – do attitude
* Drive to improve the experience for people who receive care
* Able to manage changing priorities and be productive with own time and that of others
* Open and honest and prepared to learn from experience
* A creative thinker with a positive approach who is responsive to change
* A highly motivated self-starter
 | * Essential
* Essential
* Essential
* Essential
* Essential
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Employment is conditional on receipt of a satisfactory DBS, two references from your most recent employment and proof of qualifications. All new appointments are subject to a six-month probationary period.