NEW PROSPECTS ASSOCIATION LIMITED

**Job Description**

**Job Title: Support Manager**

**Responsible to: Service Manager**

**Responsible for: Leading, being accountable and managing the support we provide to a number of individuals ensuring delivery of outcomes focused personalised services.**

**Drive performance of staff ensuring they are motivated, person centred and clear on the standards that are expected of them.**

**Ensuring staff fully understand the needs of the people we support and receive the appropriate training, coaching and mentoring to ensure they are effective in their role.**

**Ensuring people we support, their families and other people in their lives are involved with and satisfied with the support we provide.**

**Monitoring and ensuring compliance with CQC and contract standards**

**DUTIES & RESPONSIBILITIES:**

**KRA1 LEADERSHIP, MANAGEMENT & DELIVERY**

1.1 Demonstrate and set high standards of personal and professional behaviour. Uphold the values and mission of New Prospects Association.

1.2 Ensure good practice in service delivery and strive for improvement to enable people to meet their needs and wishes. Ensure consistent practice to achieve outcomes.

1.3 Develop and manage good relationships internally and externally. Know what is going on locally, and source opportunities for people to make connections.

1.4 Adhere to legal and external regulations and ensure that the Association’s policies and procedures are followed. Be accountable for your actions and the actions of your team.

1.5 Lead on developing the purpose, direction and culture of services you are responsible for and demonstrate a flexible attitude that can manage change. Lead culture change and innovation projects. Develop, open and manage new services in line with contractual requirements

1.6 Lead and manage a team that champions excellence, embraces change and adheres to the values of the organisation. Challenge unreasonable attitudes and create a culture of accountability, responsibility and self-development

1.7 Provide leadership & direction to the staff team by setting performance standards and mentoring performance during supervisions and appraisals. Coach and support Lead Support Workers to ensure there are effective clear lines of responsibility & accountability in place.

1.8 Recruit the right staff to deliver high quality services, and induct them into services that you lead. Ensure staffing levels meet the needs of the people we support in line with contractual requirements and ensure that they are maintained. Manage cover for support hours in emergencies and be responsible for the deployment of contingency hours.

1.9 Create and, where appropriate, participate in the rota within the framework of contracted hours available, to ensure all support hours are provided.

1.10 Take part in the on call system and provide cover for other Support Managers as required.

1.11 Ensure staff mandatory, contractual & individual training & development needs are identified, recorded and met.

1.12 Ensure team and individual development. Ensure all supervisions and appraisals are carried out and any actions are dealt with effectively. Monitor that staff take direct action to address all areas of underperformance.

1.13 Undertake disciplinary and grievance investigations as required. Monitor and take direct action to manage all sickness and absence

1.14 Facilitate and contribute to Team Meetings. Celebrate and share examples of outstanding performance and innovation with the service and organisation

1.15 Work with colleagues to ensure that the training resources of the organisation are being used effectively, and deliver in house training when required.

1.16 Carry out any duties set out by Senior Management to enable the smooth running of the service for the people we support and the organisation.

1.17 Act up to Service Manager if required

# KRA2 SUPPORT

2.1 Ensure people we support are listened to and act on feedback

2.2 Ensure good practice in service delivery and strive for improvement to enable people to meet their needs and wishes.

2.3 Promote each person’s physical, emotional and spiritual needs, ensuring that they are met

2.4 Don't interfere in parts of the lives of people we support that don't directly relate to the service provision.

2.5 Ensure each person is presented with informed choices and their rights are upheld.

2.6 Ensure support is provided to each person in their daily activities, both in-house and community based, according to their preferences. Support people to meet their everyday needs, including their health needs.

2.7 Ensure the safeguarding strategy is firmly embedded in service delivery to ensure the protection of individuals from abuse, by being responsible for ensuring that all team members are fully trained in safeguarding and reporting of incidents.

2.8 Attend strategy meetings as needed.

2.9 Promote, monitor and maintain health, safety and security of the home of individuals we support and staff, according to the Association’s procedures and guidelines

2.10 Ensure people we support have comprehensive needs assessments, support plans and appropriate and effective risk assessments in place, which are kept under review.

2.11 Ensure appropriate medication management systems are in place and that staff have competency assessments in place.

2.12 Facilitate regular person centred reviews.

2.13 Provide management information and data as required by the Service Manager/ Head of Service, Finance/Admin Manager or CEO by deadlines given. Provide effective records and reports as required.

2.14 Work with a range of client groups and needs as required i.e. children, adults and older people.

**KRA3 QUALITY**

3.1 Ensure quality monitoring systems are in place, all records are updated regularly and action plans are followed through for allocated services. Ensure systems are in place to monitor the health & safety of all staff and people we support.

3.2 Undertake regular Audits and develop action plans in line with Quality Assurance procedures.

3.3 Ensure all audits/actions are shared with the staff team creating a culture of shared responsibility and accountability.

3.4 Investigate and manage complaints in line with company policy.

3.5 Actively engage with all professionals and families taking into account their views on how to improve delivery, take action where possible to facilitate improvements.

3.6 Make and maintain external connections, seeking out links with community groups and activities in order to signpost opportunities to people we support

3.7 Ensure all services meet CQC regulations and contractual obligations and take swift actions to address any areas of non-compliance.

3.8 Actively assess the mental capacity of the people supported and take appropriate action where external support may be required.

3.9 Ensure the money of people we support is used responsibility and financial procedures are in place and adhered to.

3.10 Ensure budgets are managed effectively

3.11 Deliver training to staff as directed by your manager.

## KRA4 PERSONAL DEVELOPMENT

4.1 Develop one’s own knowledge and practice by attending statutory/relevant training

4.2 Continue to develop skills to assist support staff in developing their underpinning knowledge and skills

4.3 Develop all other areas identified in appraisal

4.4 Be prepared to act up to a more senior role if needed

**KRA5 BEHAVIOURS**

**5.1 Act with integrity and honesty at all times**

**5.2 Be approachable and encouraging**

**5.3 Give and receive constructive feedback to enable development of self and others**

**5.4 Acknowledge and value the contribution of staff within the team**

**5.5 Guide, direct and support colleagues to ensure continuous improvement**

**5.6 Instil a “safe to challenge” culture within teams where discussion and ideas are encouraged**

THIS JOB DESCRIPTION IS NOT INTENDED TO BE AN EXHAUSTIVE LIST OF DUTIES AND RESPONSIBILITIES, BUT GIVES AN INDICATION OF THE MAIN AREAS OF ACTIVITY AND INVOLVEMENT

# NEW PROSPECTS ASSOCIATION LIMITED

# Personal Specification

**Job Title:** Support Manager

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Education and Qualifications | * NVQ Level 2, Team Leading
* NVQ Level 3, Promoting Independence (or equivalent)
 | Good demonstrable education standardsNVQ Level 4 – Promoting Independence (prepared to undertake training) or equivalentOther relevant management qualificationEvidence of Continuing Professional Development | InterviewReferences Application form |
| **Key Skills and Abilities** | * Plan and allocate work for self and others
* Lead the development and effectiveness of the team
* Ability to spot problems early and respond
* Support the efficient use of resources
* Contribute to the selection and recruitment of staff
* Contribute to the development of teams and individuals
* Lead on developing cultures and strategies in which people are respected and valued as individuals
* Able to manage change
* Lead the planning and evaluation of care plans
* Excellent verbal & written communication skills
* Ability to use I.T. effectively
 | Person Centred Planning facilitator | InterviewReferencesApplication form |

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Experience** | * Proven track record of managing health and social care services for 2 years or more
* Experience of working environment where CQC inspectorate regulations have been in force
* Substantial experience of working with a range of people with a learning disability, mental health issues, a forensic history, or physical disabilities
* Proven track record in improving person centred outcomes
* Line management experience
* Proven experience of managing a team of employees and managing the performance of individuals successfully
 | Previous experience of working across multiple sites |  |
| **Knowledge and Understanding** | * Health and Social Care Services including regulatory and contractual frameworks, government legislation
* Equal opportunities
* An understanding of peoples civil and human rights
* Effective methods of communication and establishing relationships
* Health and safety at work and security in the workplace
* The protection of individuals from abuse
 | * Alternative communication systems
* Expertise that will enhance working practice
* Supported Housing, Personalisation and Inclusion Standards
 | Interview ReferencesApplication form |
| **Personal Attributes** | * A Leader
* Respected by others
* Highly motivated
* Self Managing and self aware
* Ability to work flexible hours including, on occasion, evening and weekends
* Delegation
* Information handling
* Time management
* Problem solving/Can do attitude
* Continuous self-development in care practice and supervision
* Involving and motivating
* Creative thinker
* Responsive
* Calm under pressure
* Positive, proactive and friendly approach that welcomes new ideas
 | Car Driver |  |