

JOB DESCRIPTION

Job title	Supported Living Manager
Department	Learning Disabilities
Reports to	Locality Manager
Grade	Grade 4

Job purpose	To lead in delivering Turning Point's Learning Disabilities Vision, Values and strategy which reflects our person centred values and the high levels of ambition we have both for the individuals for whom we provide support and our staff, by leading, motivating, developing and co-ordinating staff to ensure the delivery of high quality, innovative, cost effective services within a service or cluster of services.
Key accountabilities	To plan excellent person-centred support with the individuals for whom we are here to support in accordance with the Learning Disabilities strategy, by ✚ Modelling the practice and behaviour you wish to see in your team on a daily basis ✚ Staying aware of trends and best practice in Learning Disabilities, in order to identify opportunities for improving performance and delivery in own service s. ✚ Developing a robust service plan that reflects Turning Point's Learning Disabilities' strategic and business plans. ✚ Ensuring agreed service delivery models and support planning and risk assessments are in place, implemented and continually reviewed and updated by all staff in the service. ✚ Planning the cost-effective deployment of competent staff to meet Individual needs in accordance with agreed hours through proactive rostering. To ensure the delivery of excellent person-centred support to individuals for whom we provide support by: Conducting regular reviews of Individuals needs including hours needed to enable good support by: ✚ Implementing and monitoring operational performance management standards such as key performance indicators, targets ,contractual requirements and service level agreements ✚ Ensuring staff deliver to contract to the highest possible level of quality and within budget and spotting then addressing variances in performance in a proactive, supportive and timely fashion. ✚ Implementing Turning Point's quality management processes in the service and acting swiftly on data provided by independent /audits checks and controls. ✚ Implementing and maintaining agreed LD outcome models. ✚ Be innovative, always striving for new ways of working and continuous improvement

	To ensure the service delivers high levels of performance through its staff in a way that realises their potential, by inspiring the staff team through effective people planning, recruitment, induction, coaching, development, leadership, motivation and performance management of direct reports: ✚ Ensuring appropriate staff within the service and provide effective development in accordance with Turning Point's People Strategy and policies. ✚ Managing and developing clinical staff so that their professional development and performance meet regulatory requirements and best practice principles within the delivery of contractual commitments. ✚ Ensuring all staff have on going personal performance discussions and appropriate supervision; having good avenues to be heard and acted upon through continuous improvement ✚ Ensure all staff are up to date with mandatory training including e – learning ✚ Ensure all staff have the skills, knowledge and confidence in order to be as person centred as possible ✚ Ensure all staff are fully aware of their job role ,responsibilities and accountabilities and are completing these in a timely fashion ✚ Ensure all staff understand policies and procedures, act on these and are supported to be as good as they can be and ensuring that you take effective early action to correct short comings in a supportive and effective way
	To help LD to achieve its long term goals by being aware of the LD Strategy, aligning the Service Plan to enable continuous improvement of the service
	To be accountable for the financial stability of designated services by achieving the Service's financial targets, effectively forecasting, budget development, control and cost effective operations within the Service, operating at all times in line with Turning Point's financial procedures, including reporting progress and escalating concerns to your Manager.
	To contribute to LD's growth and business development plans by managing to the highest level a quality, person centred, continually evolving and improving service with your manager and other stakeholders so that commissioners continue to want Turning Point to deliver the service and past performance is a positive contribution to future tenders.
	To contribute to organic growth through service expansion in your area.
	To contribute to Turning Point's business intelligence and knowledge management strategy by ensuring;- ✚ LD-related materials, intelligence and best practice are captured, communicated and shared within the service and with other services for the benefit of learning within the business unit. ✚ Outcomes data and other information is inputted into corporate systems in accordance with stated policies and procedures within the Service.
	To ensure that governance processes are implemented and used so that the Service achieves its full compliance obligations as demanded by the Care Quality Commission, commissioners and other regulators by ensuring:

	✚ Incident reporting is timely, responsive and reviewed ✚ Staff and the organisation learn from incidents ✚ Risks and opportunities are escalated in a timely and appropriate way
	To ensure the effective flow of information in the service, between services and with external parties, representing corporate messages constructively and observing Turning Point's internal communication policies and procedures.
	To protect the well-being of Individuals, employees and Turning Point's business interests by maintaining and acting upon the Service Risk Register and Business Continuity Plan, escalating wider risks to your manager as appropriate.
	To project the desired image of Turning Point by;- ✚ Working with your line manager and other stakeholders to promote the understanding of Turning Point's values and their application to Learning Disabilities. ✚ Being a role model of Turning Point's values through own example while ensuring they are demonstrated by all staff in the service.
	To undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager.

Dimensions	Direct reports	
	Total staff overseen	
	Internal contacts	
	External contacts	
	Planning horizon	
	Problems solved	
	Financial authority	

PERSONAL SPECIFICATION

Person Specification (Essential only)	Technical / Professional Skills, Expertise and Qualifications ✚ Proven track record in relevant area, ✚ In depth knowledge of the theory and practice within the area ✚ Experience of supervising a team ✚ Experience of working towards achieving individual and team objectives ✚ Numeracy, literacy and IT skills ✚ Oral and written communication skills, and ability to adapt communication to suit the audience, e.g. service users, commissioners, or TP staff ✚ Good time management and able to work to deadlines ✚ A participative leadership and management style in normal circumstances
Additional Service user Sector Specific Requirements (Essential only)	Technical / Professional Skills, Expertise and Qualifications ✚ Holds qualification appropriate to the sector e.g. NVQ4 or willingness to study towards same ✚ In depth knowledge and understanding of the complex and multiple needs faced by the service user group ✚ In depth knowledge and understanding of the Valuing People framework ✚ A demonstrable belief in a values-led approach to working with service users with a Learning Disability issue. ✚ Sound working knowledge and understanding of issues relating to Learning Disabilities and a commitment to working in a person-centred way ✚ An sound working knowledge of current regulatory requirements (e.g. Valuing People) and the ability to translate this into practice ✚ A sound working knowledge of Protection Of Vulnerable Adults framework, the ability to follow procedure and development of a culture of safe practice