

# Camphill Devon Community – Job Description

**Job Title:** Supported Living Manager

**Reporting to:** Registered Manager

**Salary:** £31,796.10

## Job Purpose

To ensure the provision of a person-centred service which responds to the needs of people we support (PwS) in their own homes, enhancing quality of life and promoting independence.

## Main Tasks and Responsibilities

1. To support, train and supervise staff working in the supported living team
2. To provide, where necessary, direct care and support to PwS in their own homes ensuring practice remains person centred at all times
3. To ensure that all aspects of the care/support provided by the service comply with CQC Essential Standards of Quality and Safety/KLOEs in addition to Health and Safety requirements
4. To be responsible for the day to day management of the supported living service, maintaining up to date and accurate records as required by Camphill Devon Community and registration requirements
5. To liaise with PwS to promote active engagement in decision making and to ensure that the individual's needs are met within a person-centred environment
6. Support individuals in budgeting and managing of money including dealing with rent or benefit queries
7. Ensure PwS are involved in quality assurance processes and that their views and experiences shape the nature of their support and development of the service
8. To liaise with external agencies to promote PwS having real choice and control over the service they receive
9. To identify and ensure that training needs of staff are met in line with Care Certificate requirements
10. To undertake sleep-in duties within the service if required
11. To contribute to the development of and work within all Camphill Devon Community policies and procedures
12. To be a member of Camphill Devon Community's Management Team
13. To participate in the Responsible Person sleep-in rota

## Work Areas

### 1 Safety, Welfare and Quality of life

- 1.1 Ensuring that all staff uphold the dignity of PwS so that all are enabled to take a lead in decision-making and shaping the nature of their support
- 1.2 Ensuring that matters of health and safety are accorded the highest priority and that all requirements in terms of the law and Camphill Devon Community's policies are met within the service
- 1.3 Ensuring that PwS are encouraged and enabled to express their opinions and wishes about all aspects of their lives, and help them take responsibility for such
- 1.4 Encouraging active relationships with others in the wider community

## **2 Support and supervision**

- 2.1 Support and formally supervise the staff in the service and ensure that their training needs are met in accordance with Care Certificate requirements and PwS specific requirements
- 2.2 To hold regular staff team meetings
- 2.3 Meet with the Chief Executive and Management Team on a regular basis to contribute to the wider management functions within Camphill Devon Community
- 2.4 Meet with the Operations and Development Manager on an individual basis to participate in supervision and goal setting to support service and professional development

## **3 Service Management**

- 3.1 Ensure there is a PwS led, robust and published rota system in place which provides sufficient staff across the service at all times to meet the individuals needs and the standards agreed by Camphill Devon Community
- 3.2 Ensure that the procedures agreed for evidencing compliance with the Care Quality Commission Essential Standards of Quality and Safety and other relevant legislation are known and adhered to within the service
- 3.3 To hold regular PwS meetings for feedback on satisfaction levels and areas to develop
- 3.4 Operate effectively and efficiently within the vision, values policies and procedures of Camphill Devon Community
- 3.5 Support the festivals which Camphill Devon Community celebrates by helping to organise events and involve PwS as they choose

## **4 Administration and financial record-keeping**

- 4.1 Ensure PwS care/support plans and risk assessments are established and reviewed regularly involving the individual in this process to promote control and independence
- 4.2 Ensure staff support individuals with budgeting and money management appropriately, keeping accurate and transparent records of staff involvement
- 4.3 Maintain timely, complete and accurate service records including PwS and staff records
- 4.4 Ensure staff support PwS to document all appointments in appropriate manner (i.e. individual diaries, etc.)
- 4.5 Develop PwS satisfaction questionnaires, ensuring the PwS lead this process and are involved in setting development targets for the service
- 4.6 To lead internal reviews of PwS and to contribute to external reviews by commissioners

## **5 Transition Development of Outcomes / Aims**

- 5.1 Ensure the development of knowledge of transition for the PwS, and PwS through delivery of outcomes, goals and aims.

## **6 Training**

- 6.1 To undertake training as required by legislation, job role and Camphill Devon Community
- 6.2 Identify the training needs of staff and ensure that these needs are met
- 6.3 Delivering training as appropriate within the Care Certificate Standards
- 6.4 To keep yourself updated on social care developments and best practice

## **7 Other Duties**

- 7.1 To undertake any other duties appropriate to the role of Manager and member of the Management Team

## Person Specification

Job Title:	<b>Supported Living Manager</b>
Date:	<b>2023</b>
Location:	Camphill Devon Community, Hapstead Village, Merryfield

Requirements	Essential	Desirable
<b>1. Qualifications/Education/Knowledge</b>		
NVQ 3/Diploma level 3 in care or equivalent. Minimum of 3 years' experience working with people with a learning disability	X	
Housing Management Qualification		X
Knowledge of CQC Essential Standards of Quality and Safety/KLOEs requirements and legal responsibilities	X	
Good understanding of welfare benefits and completing applications for benefits		X
Good literacy skills and report writing	X	
Good IT skills and experience of using Microsoft packages including Word and Excel	X	
<b>2. Experience</b>		
Experience of supervising staff	X	
Experience of working directly with people with learning disabilities	X	
Experience of creating and managing staff rotas to meet the needs of people we support	X	
Experience of creating and reviewing support plans and risk assessments	X	
Experience of working in a team	X	
Experience of delivering social care and physical care tasks	X	
Experience of managing a budget		X
Knowledge of transition		X
<b>3. Abilities – both aptitudes and skills</b>		
Able to effectively communicate both in writing and verbally	X	
Able to use and promote 'total communication'		X
Able to develop a rapport with a wide variety of people, including people we support, families and professionals	X	
Able to promote independent living skills and promote independence for people we support to be self-managing	X	
Able to work in a team or on one's own initiative	X	
Able to remain calm under pressure	X	
Able to motivate and encourage people we support in a supportive manner	X	
Able to motivate, support and lead colleagues in a supportive manner	X	
Able to provide formal supervision and professional development for team members	X	
Self-motivated and able to show initiative with a commitment to quality standards	X	
Able to contribute to the development of the charity as a whole		X
Able to ensure effective recording and monitoring of support provided to service users which meets the requirements of the Care Quality Commission	X	

<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>
Able to deliver training to Camphill Devon Team members	X	
<b>4. Personal qualities - characteristics, style, interests, attitudes</b>		
A commitment to promoting the rights of people with a learning disability	X	
Patient and sensitive to the needs of others	X	
Adaptable and willing to learn new skills	X	
An awareness and respect for personal independence	X	
Team leadership skills	X	
<b>5. Circumstances</b>		
The post requires a flexible response according to the individual needs and choices of the people we support	X	
Available to undertake a share of Out of Hours duties within a rota system	X	
Available to work some evenings and weekends within a shift (rota) system for the service	X	
Available to undertake sleep-in duties in support of the service and Camphill Devon's Responsible Person rota	X	
Full driving licence and willingness to use own vehicle to transport people we support on occasion (mileage paid)	X	
Willingness to have all required vaccinations (including for Covid-19), unless there are exceptional reasons to refuse	X	
<b>6. Camphill Devon Community - Aims and Objectives</b>		
Must be able to work within the aims, objectives, vision and values, policies and practice of Camphill Devon Community	X	