

Job Description – Team Manager (Accommodation based)

Reporting to:

Operations Manager

Responsible for:

Managing the service to ensure a high-quality support service to adults with learning disabilities is delivered. Supporting the team and working with the people who use the service and their families to promote LDN London's core values and fulfil and further the aims and objectives of the service.

Salary:

£31,600 per annum

Hours of work:

37.5 hours per week. Managers are expected to work flexibly and alongside all staff including night, weekends, early and late sessions.

Job summary

To work within agreed budgets and policies and procedures of both LDN London and the individual services.

Key responsibilities

STRATEGIC DEVELOPMENT

- Ensure continuous service and organisational development through monitoring and review of business planning, complaints, surveys, audits, inspections and quality assurance processes.
- Enhance the quality of care and support by working within LDN London's Core Values, Care Act and Care standards as well as working within all regulations pertinent to the service.
- Oversee and ensure effective property management which offers high quality accommodation environments. Ensure that the building is maintained to a high standard, utilising the facilities department and landlords and monitoring and management of health and safety.

COMMUNICATION AND RELATIONSHIPS

- Encourage relationships, support people with their emotional needs, advocate on behalf of people as appropriate and encourage self-advocacy skills.
- Liaise as appropriate with other professionals from Social & Health Services & family.
- Ensure people supported have their voices heard at service, organisation, local community and nationally levels such as tenants' meetings, consultation and co-production events and local/ national elections.
- Ensure and support the delivery of a total communication environment to maximise communication skills and maintain or develop individuals' skills.
- Ensure an Active Support model of service delivery is consistent across the team.
- Demonstrate leadership to the team in showing best practice, having good organisational skills, following best practice and policies and procedures and making decisions.

RISK MANAGEMENT and SAFEGUARDING

- Manage void and referral processes. Ensure effective communication in relation to void management, to actively complete assessment and review at all stages of placement from referral, transition, move in and review for move on. Ensure the environment meets need and that it is an attractive, welcoming home for everyone living there and adaptations and hours are agreed in advance of moves.
- Ensure team awareness of the vulnerability of the people you support and be alert to potential for abuse. Use local and national policies and procedures for recognizing, recording, reporting and participating in safeguarding protocols where necessary leading in investigations which may lead to disciplinary or police action and ensuring effective compliance with all stakeholders to support safety and wellbeing.
- Ensure effective positive risk management within the service. Ensure team and service user involvement and understanding of risk assessment processes being mindful of the MCA and the right to make unwise decisions and make mistakes as part of life and learning while also being clear on duty of care and responsibilities as professionals.
- Manage incidents as necessary, ensuring prompt and thorough investigations and that all records are updated accurately and promptly.

PERSON CENTRED PLANNING AND SUPPORT

- Oversee and ensure effective person-centred planning and support which identifies aspirations and ensures plans support development of potential and maintaining of existing skills.
- Deliver and monitor individualised support to address day to day needs in relation to health promotion, risk management, domestic standards, employment and education, culture, and the dignified and respectful delivery of intimate personal care.

- Ensure support to maintain and develop relationships. Establishing and building supportive links with parents/relatives, maintaining internal and external working relationships, responding appropriately to concerns raised.
- Ensure the gathering of evidence of support and outcomes, actively challenging barriers internally and externally and ensuring value for money of personal monies, Personal budgets/ ISFs.

HUMAN RESOURCES

- Contribute to the recruitment and selection of staff, in line with equality and diversity and LDN London's values.
- Ensure a high standard of performance management; ensure effective induction, supervision, team communication and training; addressing performance and grievance issues promptly and effectively in line with relevant procedures and in liaison with the HR department.

FINANCE AND ADMINISTRATION

- Ensure effective budget management. Be the responsible budget holder. Be involved in the setting and review of annual budgets; promoting team understanding and ensuring financial controls are observed; ensuring effective communication with the finance department and line management in relation to variances and implementation of agreed actions.
- Provide and ensure a high standard of service administration. Ensure completion of all IT and paper-based records required by LDN London and within the guidance of the Care Act and GDPR.
- Ensure finance records reflect budget, culture and lifestyle, agreed care plans within the management of ISFs and personal income.

MANAGING DIVERSITY

- All LDN London employees are expected to work individually and collectively to promote a constructive and sensitive approach to working with others from a variety of cultures and backgrounds where the work of others is valued and respected; all employees are expected therefore to carry out their tasks within the terms and intention of LDN London's Diversity and Confidentiality Policies, Core Values and Employee Code of Conduct.

PERSONAL AND PROFESSIONAL DEVELOPMENT

- Manage own time effectively in order to complete all responsibilities to aid business development.
- Identify personal development needs to meet both operational and professional needs and to actively participate in supervision and appraisal.
- Attend internal and external learning events and develop relevant knowledge, techniques and skills. Maintain detailed knowledge of the organisation's services.

- Attend networking events and develop relationships with key stakeholders and external professionals.

This job description is a general guideline only of the key responsibilities of the post. These may change from time to time in accordance with the organisational and Departmental needs. The post holder will be expected to work within agreed budgets and policies and procedures of both LDN London and the individual service, adopting a flexible approach to carry out any duties commensurate to their role.



Learning Disability Network London

Selection criteria

To be shortlisted for interview you must display sufficient knowledge, experience and reasoning in each of the criteria below using real examples:

Living our values and understanding our work

Managers should understand the social, political and cultural context with which they work and share our vision of how people with learning disabilities are treated

Leading people

Managers should understand and demonstrate effective leadership and management, working alongside their team and leading by example

Leading safeguarding and safety

Managers should ensure safeguarding and safety are always at the forefront whilst respecting informed decisions and the Mental Capacity Act

Improving quality

Managers should understand what outstanding means and always work towards achieving this

Communicating effectively

Effective communication should include all stakeholders, including families, professionals, colleagues, the public and, most importantly, the people supported

Developing people

Managers should develop the skills of their team, irrespective of their experience to deliver the vision of the service and the ambitions and needs of the people supported

Managing resources and risk

Managers plan and use resources effectively and understand and manage risk

Delivering results

Managers should always focus on delivering the vision of the service and the ambitions and needs of the people supported efficiently and safely

Selection criteria

Criteria	Essential	Desirable	Main assessment process
Education	1. Have, or are working towards RMA/LMC, Health and Social Care NVQ4/QCF 5 or equivalent		Application/Interview
Knowledge	2. Knowledge of the Care Act and Care Standards including the regulations pertinent to the service. 3. Knowledge of safeguarding policies and procedures.		Application/Interview/Assessment
Experience	4. Have experience working with people with learning disabilities. 5. Have experience of leading and managing a team. 6. Communicating effectively.		Application/Interview
Skills	7. Be Computer Literate.		Application/Assessment
Other role requirements	8. Be Able to work alternate weekends.		