



Learning Disability Network London

Job Description – Supported Living Manager

Reporting to:	Operations Manager
Managing:	Deputy Manager and Support Workers.
Salary:	£37,200 per annum
Hours of work:	37.5 hours per week on a rota, including some weekends

Job summary

As a Supported Living Manager, you lead a team which provides the best possible care and support for people living within a supported housing service. You deliver an outstanding service which enables people to stay healthy, be safe, and live well.

You ensure that the people living within the service have their tenancy rights protected, are supported to achieve their life potential, and are included in making decisions about their lives at every available opportunity no matter their level of disability.

You ensure that you understand and work within relevant legislation, operational budgets, organisational policy, and procedures. You act as an outstanding role model, leader, and manager of your team, and ensure that you:

- lead your team on quality improvement, safeguarding, health and safety, and resource and financial management.
- create a high performing team that reflects our values and supports our purpose. in a harmonious, open, and positive working environment, where people are confident to speak up.
- create a culture that promotes equity, values diversity, and champions inclusion where differences are celebrated, everyone can contribute and feel recognised and valued.

You work “hands on” with your team, providing direct support as necessary across the range of activities undertaken in your service, including working some weekends and the times shifts take place (earlies, lates, nights etc.).

Expected outcomes of the role

People we support stay healthy

- You ensure an outstanding *Active Support* model of service delivery is consistently delivered across the team, where individualised support addresses day to day needs in relation to health promotion, risk management, domestic standards, employment, education, culture, and the dignified and respectful delivery of intimate personal care.
- You create a *Total Communication* environment that maximises communication skills and maintains or develops individuals' skills.
- You ensure health monitoring is undertaken, and action is taken as a result.
- Your team demonstrates their duty of care, duty of candour, and their responsibilities as professionals.
- You liaise as appropriate with other professionals from Social and Health Services and families.
- Your team are good health advocates and support individuals to understand and manage their health well.

People we support are safe

- You ensure safeguarding is understood by all as paramount; meaning your team are aware of any risks that impact on the people you support, are alert to the potential for abuse, have the confidence to, and are supported to report concerns promptly.
- You appropriately recognise, record, report, investigate, and follow up incidents.
- You appropriately assess, manage, and review risks, involving the team and the person, with people supported assisted to understand and take risks.
- You have full oversight of all Health and Safety checks and follow up where there are issues.
- You ensure the building is safe for the people who live there and elements of buildings within LDN London's control are maintained to a high standard.
- You disseminate learning from safeguarding and health and safety to your team.



People we support live well

- You ensure effective person-centred planning and support is delivered which identifies aspirations and ensures plans support development of potential and maintaining existing skills.
- You ensure people supported are included at all times and families, friends, advocates and external organisations are appropriately involved so those supported progress and achieve positive outcomes that can be evidenced.
- You seek regular feedback from people and their families and advocates about their level of happiness and satisfaction including in areas about their home and their support, and you demonstrate effective learning from feedback.
- You encourage relationships, support people with their emotional needs, advocate on behalf of people as appropriate and encourage self-advocacy skills,
- You ensure all support documents and records are accurate and kept up to date; you use information from digital and paper records to identify gaps, trends and issues and use this to make improvements.
- You ensure the quality of furniture, furnishings and décor reflects the people living there in their tastes as well as meeting their needs regarding adaptations.

Staff with the right values, skills, and knowledge deliver great support

- You lead by example, working alongside your team delivering support and demonstrating best practice.
- You undertake recruitment and selection activities for the team and LDN London and you include people you support and families in that process where appropriate.
- You induct and train people for their role, maintaining 80% mandatory training and needs specific training, to ensure people gain and maintain the right skills and knowledge to understand the choices, preferences, and needs of those they support to enable them to deliver consistent and safe support.
- You manage underperformance through probation, conduct improvement, and performance improvement processes.
- You attend internal and external learning events and develop relevant knowledge, techniques, and skills and share your knowledge and learning across LDN London.
- Your team understand the role of key working and use this model to deliver good outcomes for people.

Staff are engaged and enjoy their work

- You promote equity, value diversity, and champion inclusion, celebrating difference so all staff can contribute and feel recognised and valued.
- You hold regular meetings, supervisions, and annual appraisals.
- You involve your team in service developments, drawing on staff diversity and seeking and listening to opinions, ideas, and experience to improve decision making.
- You seek opportunities for job enlargement and enrichment for your team.
- You recognise the effort and achievements of your team in your daily dealings.
- You resolve disputes and complaints, escalating claims of bullying, harassment, victimisation, or unlawful discrimination.

Staff are safe and their wellbeing is supported

- You manage staff health, safety, and wellbeing appropriately.
- You complete staff-related risk assessments.
- You actively manage absence involving Human Resources as necessary, so absence rates are within budget and staff are appropriately supported.
- You do all you can to ensure disabled and neuro-diverse staff can access and contribute to work.
- You support debriefing and reflective reviews from incidents.
- You inform and involve Human Resources in all matters where staff wellbeing is a concern.





Finances are well managed

- You ensure the finances of people supported are protected and well managed (where relevant), ensuring personal finances are used effectively to achieve lifestyle and cultural ambitions; with personal budgets/ ISFs used to deliver choice, control, and positive outcomes for people.
- Your service operates at a financial break even or surplus position with timely and accurate returns for salaries, absence, leave, petty cash, invoicing etc.
- You understand areas of budget overspends and take remedial action when necessary.
- You keep agency costs to a minimum.
- Your team have an understanding of financial matters appropriate to their role.
- Your rotas reflect your budget and are adjusted when needs change.

Resources are well managed

- Your staff utilisation reflects contracted support hours.
- You manage annual leave for your team effectively, so staff are rested and people supported do not rely on temporary staff.
- You complete all relevant financial and staff related recording systems.
- You manage referrals and assessments efficiently as part of effective void management.
- You record and report property maintenance and complaints and undertake appropriate follow up.
- You oversee effective data protection, with misuse or breaches actioned appropriately.

Selection criteria	
The values, skills, and knowledge managers need to demonstrate	
Managers should	Examples that may show competence
Understand learning disability support including CQC requirements	<p>Promotion of a person-centred approach to the people supported.</p> <p>Successful management of a learning disability support service.</p> <p>Experience in the learning disability sector.</p> <p>Delivery of positive outcomes for people with learning disabilities.</p> <p>Successful CQC inspections</p>
Have excellent judgement	<p>High ethical standards.</p> <p>Using data, evidence, and information to make effective decisions.</p> <p>Learning from mistakes and experience.</p> <p>Analytical and critical thinking.</p> <p>Excellent time management.</p> <p>Involving and listening to others before taking action.</p>
Improve quality	<p>Delivery of better outcomes for the people supported.</p> <p>Delivery of Outstanding CQC ratings.</p> <p>Delivery of plans and projects.</p>
Develop people	<p>Actions to ensure people have the right skills and knowledge.</p> <p>Successful management of underperformance.</p> <p>Training needs analysis and the development and implementation of a related training programme.</p> <p>Sharing of skills and knowledge across an organisation.</p>
Communicate effectively	<p>Evidence of speaking and writing confidently and professionally.</p> <p>Appropriate sharing of information.</p> <p>Appropriate use of communication systems including use of digital care records.</p>

The values, skills, and knowledge managers need to demonstrate	
Managers should	Examples that may show competence
Manage finances effectively	Strong financial awareness and the meeting of budgets Delivery of improved financial results.
Manage resources effectively	Evidence of being highly organised. Effective use of staff resources. Effective use of IT.
Understand and manage risk	Successful management of uncertainty and risk. Development of, completion of, and follow up from risk assessments.
Lead safeguarding	Demonstration of an understanding of safeguarding people with learning disabilities and adults at risk of harm Safeguarding incidents managed correctly with learning implemented.
Manage health and safety	Promotion of a safe and healthy environment Effective support of people with their health and wellbeing. Safety incidents managed correctly with learning implemented. Experience in accommodation-based services and working with landlords
Value equity, promote diversity, and champion inclusion	Demonstration of an understanding of the differences between and benefits of equity, diversity, and inclusion. Involvement of people in the management and development of their area of responsibility. Recognition of achievement. Inclusion and involvement of people and their families in service delivery
Additional requirements	
Availability	Managers must be able to work some weekends and work as required at times shifts take place (earlies, lates, nights) Managers must be able to work “hands on” with their team.
Education	Managers should have, or be working towards, RMA/LMC, Health and Social Care NVQ4 / QCF 5 or equivalent.