

Job Title:	Project Implementation, Quality and Development Manager- Outreach Service Learning Disabilities
Salary:	£29,500.00 per annum
Hours:	Full time, 35 per week (including occasional evenings, weekends, and bank holidays)
Responsible to:	Head of Housing Related Support Services

Summary

This is a brand new role with a job title that may be subject to change. Initially, the post will lead on setting up and embedding a brand new floating support contract in Camden and will subsequently form part of the senior Housing management team, overseeing other new project set-ups, as well as being a key member of the quality team.

- The post holder will be responsible for leading on setting up a new outreach service. This will be in conjunction with the relevant manager and senior management team. This will entail, but not be limited to; meeting and welcoming new service users, doing initial assessments and setting up support plans, reviewing, meeting families, updating or creating variety of documentation as necessary in timely manner.
- To be responsible for coordinating and providing support for service users in the new outreach service, enabling them to take responsibility for the running of their home and to promote their development in living independently in the community.
- To be creative and innovative in helping the project manager design new groups for people with learning disabilities to get involved.
- To work with other departments within the organisation to help develop group work for service users.
- To undertake support duties if necessary to provide support to the service users acting as a role model and ensuring continuity of service standards.
- Assisting with liaison with others inside and outside Centre 404 who have links with the service users.
- Contributing to the development of the Housing and Independent Living Service as a whole.

Centre 404 is committed to safeguarding and promoting the welfare of adults at risk and we are looking to recruit people who share these values.

Main Duties and Responsibilities

Developing and maintaining a quality Outreach service

- To develop and implement philosophies, systems and working practices within services which are in line with the principles espoused by the Housing and Independent Living Service and which ensure that each service user has the opportunity to maximise:
 - integration and participation in their local community
 - development of a range of friendships and relationships
 - informed personal choice
 - their range of skills and competencies
- To help plan and implement a range of creative and social activities for service users with learning disabilities in the community, throughout weekdays and weekends.
- To enable service users to become less reliant on 1:1 support and access services via groups set-up by yourself and project managers
- To set up and embed the use of the Electronic Call Monitoring System (ECM) and be able to create reports from online database system when required.

- Liaise with outside agencies, such as social services, benefits agencies, social authority etc.
- To help embed and set standards within the service delivery so service users:
 - Are involved in day-to-day and long-term decision making, both in regards to their home and to their lives as a whole; leading and ensuring other team members do so as well
 - Have physical and health care needs met and that an appropriate level of support is provided to each service user within the contract limits and care plans set out by the local authority.
- To promote a Positive Behaviour Support approach, leading and ensuring other team members do so as well
- To adhere to safeguarding procedures and to remain vigilant for signs of abuse, taking immediate action and reporting all issues of concern to your line manager.

Management Responsibilities

- Support with recruitment through involvement in shortlisting and staff selection panels, leading on this where necessary
- To ensure CQC, QAF standards and other relevant contract standards are met.
- Lead, motivate and support the members of the staff, so that they are able to provide a quality service.
- Support staff where needed, and support the Camden manager so staff receive support, supervision and an annual appraisal in line with Centre 404's staff management policies.
- Ensure that team meetings and other systems are in place to facilitate good communication about issues within or affecting the service, and attend meetings where needed.
- Maintain management records in line with Centre 404's procedures, using the Charity Log Data System. These include support and supervision records, records of hours worked, annual, sick and other leave, and any other relevant documentation. Ensure that confidentiality is maintained and that information is provided to other departments as required.
- Ensure that monitoring or other records required by Centre 404 or funding agencies are maintained and provide reports and information as required.
- Assist managers to prepare for, participate in and respond appropriately to inspections by relevant authorities (Camden contract monitoring)
- Ensure that any delegated area of service delivery is managed within budget by regularly attending budget review meetings and monitoring expenditure against allocated resources and taking corrective action if required.
- To contribute to the development of organisational policies as well as service related policies and bespoke guidelines.

Quality

- Form part of the senior management team in the Housing and Independent Living Service to oversee quality and service delivery
- To attend and participate in the Quality Assurance group and lead on delegated quality areas.
- To be the service area representative for the PQASSO working group at Centre 404
- To take part in the spot check and service audit work program for housing related support services.
- To assist with the design, development and delivery of training in relation to delivering quality support services.

General Duties

- Adhere to all Centre 404 policies and procedures and to the requirements of funding organisations
- Comply with Centre 404's Data Protection Policy, IT Policy and other guidance around Data Protection
- Required to not only read our safeguarding policies and procedures but attend relevant training and keep up to date with safeguarding, which Centre 404 takes very seriously
- Adhere and sign up to the Social Care Commitment and be committed to values which promote dignity in care.
- Adhere to Centre 404 Equality and Diversity Policy and contribute to an accessible and welcoming work environment
- Use a person-centred approach with the involvement of service users and family carers and according to Centre 404's mission and values
- To remain non-judgemental and show empathy and awareness, remaining calm in adverse situations, and leading by example.
- Maintain confidentiality of information relating to service users, volunteers, staff and any sensitive issues relating to the work of the organisation
- Contribute to your personal and professional development by attending regular support and supervision sessions and training as identified by your line manager in relation to your role and responsibilities
- Be flexible and available to work evenings and weekends in accordance with the needs of the post and the organisation as a whole
- Attend staff meetings and other committees when requested
- Aim to meet targets as set and agreed with your line manager in relation to your personal development and the progress of new projects
- Participate in the on call rota for the Housing service.
- Attend the annual AGM, fundraising functions, events and staff away days as required. Time off in lieu will be given for activities outside of normal working hours
- Undertake any other reasonable duties as commensurate with the aims of the post and as requested by management

Person Specification

(E) Essential requirements (D) Desirable requirements

Knowledge & Understanding	Understanding of what makes a quality support service for people with learning disabilities, including Social Role Valorisation	E
	Awareness of issues affecting people with learning disabilities.	E
	Knowledge of person centred values and self-directed support and principles behind this	E
	Knowledge and awareness of relevant legislations (QAF, Care Act 2014), current and forthcoming issues relating to housing and benefit services for people with learning disabilities	E
	Knowledge of welfare benefits process	D
	Knowledge of relevant health and safety legislation and understanding of how it impacts on the service	E
	Understanding of person-centred ethos and Positive Behaviour Support values	E

	Understanding of, and sensitivity to the discrimination experienced by members of minority groups, particularly people with learning disabilities	E
	Commitment to concepts of inclusion, equality and diversity and understanding of equal opportunities as they affect the service, tenants and potential tenants	E
Qualifications	Good general education	E
	Professional qualification in a relevant area and/or 3 years of relevant experience	E
Experience	Experience of staff management and of providing support and supervision	E
	Substantial experience of working with people with learning disabilities, including people with additional physical disabilities	E
	Experience of working within and/or managing an outreach or floating support service	D
	Experience of enabling people to access the community and maximise their independence, gradually reducing dependence on 1:1 support	E
	Track record of working successfully within a team	E
	Experience of setting up a new service for vulnerable adults	D
Skills/Abilities	Excellent interpersonal skills including active listening and communication with colleagues, service users and families/carers	E
	Strong administrative skills and ability to organise own and others' workloads effectively and to delegate tasks	E
	Ability to adapt and respond positively to a dynamic work environment and to manage change effectively	E
	Good numeracy skills and ability to manage a budget	E
	IT proficient, with the ability to use a range of computer software (i.e. Office, Charity Log and others)	E
	Able to manage Electronic Call Monitoring System (ECM)	E
	Ability to map out a project plan and coordinate tasks, keeping to deadlines and meeting key milestones	E
Other	Able to travel to a variety of locations	E
	Physically fit and able to offer physical support to tenants	E
	Ability to work flexible hours including evenings, weekends and occasional waking nights	E