

Project Implementation, Quality and Development Manager

Centre 404 is a lively growing charity in North London. The Housing Related Support Service has been operating for 30 years and offers a wide range of services.

Currently, the service supports approximately 170 service users with a range of needs. All projects use Active Support, a Positive Behaviour Support approach and Total Communication. Types of services provided are detailed below.

This is a brand new role with a working job title. Initially, the post will lead on setting up and embedding a brand new floating support contract in Camden and form part of the senior Housing management and quality assurance team. Once the Camden contract becomes up and running, your focus will then shift on improving quality as the main role across our housing services.

The role allows flexibility and opportunity for you to embed and instil positive values across the service, therefore having a can do attitude with a positive outlook are key, alongside being organised with strong communication skills.

Supported Living

Currently we have 8 supported living projects which provide innovative, person-centred support and enable service users with learning disabilities, Autism, and/or additional mental health needs to live as independent a life as possible.

Some of the supported living projects are shared between 2 or 3 people and some are catered for specific individuals only. Here is a short description of some of our services:

- Location 1 = a home for 4 service users with severe learning disabilities, complex health and support needs.
- Location 2 = a home for 4 people with severe learning disabilities where some have dementia, Huntington's disease or require PEG feed.
- Location 3 = a home for 8 people with a mixture of severe and moderate learning disabilities. Some service users have Autism, pica, PKU and are under palliative care.
- Location 4 = a home for 19 service users with mild, moderate to severe and complex learning disabilities, autism, visual impairment, complex health and mental health needs.
- Location 5 = a home for 10 service users with mild to moderate learning disabilities and additional mental health needs.
- Location 6 = a home for 2 service users with moderate to severe learning disabilities, complex health and palliative care
- Location 7 – a home for 1 service user with moderate learning disabilities, complex health and palliative care
- Location 8 – a home for 1 service user with mild learning disability and OCD who is a transforming care client with Autism living in the community for the first time after being in a hospital setting for 20 years

Personal Budgets

Approximately 70 service users in Islington, Camden, Haringey and Hackney. This project will soon be moved to sit under the Leisure and Learning service, but you will maintain a close working relationship with the project for further collaborative work.

Islington Outreach

Approximately 48 service users living in their own homes in Islington, for whom we provide around 200 hours of service delivery per week.

Camden Floating Support

This is our new floating support project in Camden, which is expected to go live around July 2019. The service will have between 50 and 80 service users.

As this is a new floating support contract, there will be staff who will be TUPE transferred to us. Your role will allow us to ensure that TUPE staff work in line with the values and beliefs of our organisation and practice these in a person-centred manner. The role will therefore be very hands-on, particularly during the set-up and first year of the new contract.

You will be involved in set-ups with service users, their families and also support service manager with rotas, support plans and other service related documents whilst ensuring that quality of service provision is not compromised. There will be opportunity for you to be part of the recruitment working team and help recruit a Project Manager, who will directly run the Camden Outreach project, or alternatively help to embed any TUPE transferred managers.

The new Camden Contract will also have an Electronic Call Monitoring (ECM) in place and you will work alongside the service manager in supporting to set this up using our existing system, Charity Log and maintaining it.

This new role forms part of the Housing senior management team and you will work alongside the team in leading on delegated areas of quality and development. The current senior team within the Housing service includes:

- **Head of Housing Related Support Services**
- **Deputy Manager for Housing Related Support Services**
- **Quality and Training Manager**
- **PBS and Autism Lead**
- **PBS management team**
- **Family Liaison Officer**
- **Housing and Data Administrator** (will spend 2 days a week with admin task whilst Camden Service is being set-up)

There will be further opportunities for you to work collaboratively across different departments with Centre 404 such as Learning and Leisure – specifically the Group and Activities Coordinator post, to help develop group activities and support offered so service users can achieve their individual goals whilst being less reliant on 1:1 support hour.

The role offers the opportunity to work across 2 different locations – in a new office currently being viewed in Camden and Centre 404's head office on Camden Road in Islington. This will allow better and efficient workforce management in Camden and also a local point of contact for our service users in this area.