



| Team Manager of residential Care Home –ASC Supported Living service in Hackney | |
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| Job Description | |
| Department: Care And Support | Reports to: Area Manager |
| Direct Reports: TBC (can vary depending on patch) | |
| <p>Main purpose of the Job</p> <ul style="list-style-type: none"> To engage, enable and empower our customers to support them to live the life they choose <p>Responsibilities / Overview of Role</p> <ul style="list-style-type: none"> Management and leadership role in a Supported Living CQC registered service based in Hackney and ensure the safe and smooth running of the service Support area manager with planning delivering and monitoring all aspects of service delivery. Including: support and risk planning, financial planning and staff management. Provide reports to boards and committees if required. Act as an ambassador for Outward attending multi agency planning meeting and forums Work at least one weekend a month within a service and cover out of hours and bank holidays as part of a on call rota <p>Manager – (ASC Supported Living service in Hackney)</p> <ul style="list-style-type: none"> To assist closely with all CQC related matters and work with other locations CQC registered Manager Have extensive and excellent awareness and understanding of CQC Regulations Lead by example Provide excellent governance Ensure Ongoing compliance and quality assurance of the service Ensure that the service is fully compliant with Outward’s Policies and Procedures as well as CQC requirements and standards <p>Putting Customers First</p> <ul style="list-style-type: none"> Uphold the rights of customers to be involved at all levels of decision making. Ensure services are planned and delivered in a way that meets their needs. Consult with customers to plan their involvement in the delivery of services to include: support planning, recruiting and appraising staff, training and rota and activity planning. Work with the quality team to ensure the “driving up quality “action plan is delivered. Ensure customers are supported to attend focus groups, forums and annual conference. Ensure that all People We Support are treated with dignity and respect at all times and that EDI principles are always adhered to <p>Financial and contractual responsibility-</p> <ul style="list-style-type: none"> To have good numeracy skills and be able to monitor team budgets and ensure spend is kept within budget To monitor Management accounts, Salary breakdown reports and feedback to Finance team Working with Area Manager in close partnership Following financial regulations, policies and procedures at all times including use of petty cash and purchase cards. Attending and actively participating in budget review meetings. Informing the finance team and area manager of any significant changes to budget predictions. Responsibility for the safe and transparent management of customer’s money by ensuring all staff follow policies and procedures. | |

- Carry out monthly checks to ensure procedures are followed for managing customers finances.
- Ensuring services are delivered in accordance with specific contract.
- Building positive working relationships with contract managers and commissioners.
- Negotiating any financial implications of changes in demand with funders.
- Working with new business team to remodel or retender services at end of contract.
- Taking action to fill vacancies within services.
- Meeting growth targets for the service
- Ensure support contracts and PO in place for each contract to aid receipt of income and recovering payment for all services provided

Staff management

- Ensure a robust and efficient recruitment to ensure vacant posts are recruited to in a timely way, including people we support and their families to ensure the staff recruited have the necessary skills for this service
- Carry out recorded and timely supervision, probations, inductions or appraisal for staff as directed by area manager
- Provide a robust induction to new staff to include regular 1:1 mentoring and coaching.
- Follow induction procedure setting and reporting on objectives.
- Ensure systems are in place to involve customers in a meaningful way in the selection and recruitment of staff.
- Work with the training manager to agree an annual training /skills development programme.
- Identify training needs and work with HR and Area Manager to ensure staff have the skills required
- Carry out competency assessments as required
- Carry out disciplinary investigations or chair hearings as needed.

Service Delivery

- Provide operational support in the service. This will include lone working.
- Undertake and participate in internal and external quality audits.
Ensure required actions are completed.
- Set business objectives and ensure business plan targets are met.
- Set and monitor the staffing establishment in the service linked to service contract.
- Ensure customers are involved in decisions and service delivery.
- Work with quality team to agree quality monitoring data for the service
- Ensure all staff understand the processes in place for recording and monitoring quality and performance
- Support the efficient and appropriate use of iplanit support planning database
- Be active participant in the implementation of new digital systems, e.g Nourish etc
- Carrying out regular spot checks of the quality and timeliness of data entered
- Identify barriers to key working and reporting and work the team members towards their improvement in the areas they show some weaknesses
- Work with the recruitment and training departments to ensure new staff and existing staff have the skills and knowledge required to key work and report.
- Produce accurate and timely reports for senior, executive and board meetings if requested.
- Provide direct and in-direct support to customers where required
- Provide expert advice to any staff in a crisis situation. This may involve providing hands on support and role modelling to staff.

- Provide cover for staff on long term leave and for vacant managers (Deputy Managers) posts to include all management responsibility and take responsibility for ensuring that delivery of Personal Care, is provided by staff who are suitably trained and inducted. To include medication training.
- Take responsibility for ensuring that all staff delivering personal care have access to up to date policies, procedures and guidelines and follow these at all times.
- Take responsibility for appropriately documenting and reporting where any personal care activity is not carried out appropriately or if there are conduct issues or performance issues and lead on any investigation as a result of this.
- Ensure the service continues to meet requirements for Autism Accreditation, working with the Referral and Assessment lead to evidence this at inspections.

Additional Responsibilities

- To provide managerial support across any service in Outward if requested by line manager.
- -To work in a co—operative way at all times with other departments and external agencies
- -To act as an ambassador for Outward at all times.
- To treat customers with dignity and respect at all times putting their needs at the forefront of all decision making.
- Follow the code of conduct at all times.
- Read and follow policies' and procedures
- Take personal responsibility for the safety of self and others at all times.
- To work responsibly and appropriately with due regard to confidentiality, commercially sensitive information. To comply with all legal and regulatory responsibilities
- Produce timely, high quality strategic reports for senior meetings, boards and committees as required. To include research, analysis and recommendations.
- Take all reasonable measures to follow all Health and Safety policies and procedures and appropriate legislation as applicable to the role.
- Responsible for informing line manager where there is a health and safety concern.
- To take all possible measures to keep customers safe respond appropriately to risk and report on safeguarding, accidents and incidents as per policy and procedures.
To be accountable in managing the end to end incident/accident/safeguarding process.
- To chair investigation as required at a level relevant to this role.
- Any other additional responsibilities.
- This job description is not an exhaustive list and to understand any other duties as directed by your line manager within the confines of the role.

| Criteria | Essential |
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| Skills | <ul style="list-style-type: none"> • Experience of building and maintaining positive relationships with external partners such as care managers and local authority commissioners • Excellent oral and written communication skills • Good numeracy. • Good IT skills and the confidence to learn new systems • Excellent organisation skills and the ability to prioritise and meet deadlines |
| Knowledge & Experience | <ul style="list-style-type: none"> • The willingness and ability to successfully complete QCF Level 5 in Leadership for Health and Social Care, or equivalent where this has not already been achieved • A minimum 2 years' experience of working with people with a learning disability |

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| | <ul style="list-style-type: none"> • A minimum of 1 years’ experience of managing a service for people with learning disabilities • You will hold a qualification in Positive Behaviour Support Coaching (BILD accredited), NAPPI level 2 (or equivalent) or a willingness to gain the qualifications within the first 3 months of employment. • Experience of working closely and positively with the families of people placed in a service you have managed • Knowledge of mental capacity processes and experience of applying these in your day to day work • Knowledge and understanding of CQC regulations and key lines of enquiry • A commitment to promote choice, and to empower adults with a learning disability to have control over their own lives, irrespective of their needs or disability. • Experience of delivering services that meet contract specifications • The ability to contribute to budget setting and manage the budget set via scrutiny of management accounts. • Experience of staff management and team development is paramount • A good awareness of maintaining health and safety in a care setting • Able to think creatively and use initiative to find practical solutions to problems • You will be an excellent communicator liaising effectively with key stakeholders including the multi-disciplinary and health professionals, family carers and people we support. • You will have experience of staff management and the ability to lead, motivate and develop a large team, ensuring staff are appropriately trained. You will be visible in the service and strive to model best practice and inspire support workers. • You will be able to think creatively and be adaptable in approaches, with experience of implementing emergency management guidance to support staff. • Experience of carrying out needs assessments and creating support and risk management plans for people with behaviours of concern. And be committed to include the person, and their circle of support at all times. • The ability to deliver a creative and flexible service that make a positive difference to people’s lives, in accordance with an individual support plans, the service specification and CQC requirements • A commitment to providing high quality, personalised active support • Leading by example, you will uphold the rights of people we support to be involved at all levels of decision making. • You will share our values and passion to engage, enable and empower people with autism or a learning disability to lead the lives they want. |
| Other | <ul style="list-style-type: none"> • Understanding of and commitment to equality and diversity in service delivery and employment. • Commitment to developing self and others by sharing knowledge/expertise and keeping abreast of industry changes. |
| | Desirable |
| | <ul style="list-style-type: none"> • Attained a QCF Level 5 in Leadership for Health and Social Care or equivalent • A minimum of 1 years’ experience of managing a service for people with ASC/ Autism needs and People with tendencies to display Behaviours of Distress • Experience of managing a large support team |

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| Our values | |
| Engaging <i>We listen to what people say, we involve people, we are honest and open</i> | We act responsibly We appreciate and respect individuals We are welcoming and inclusive |
| Enabling <i>We facilitate, we assist and we support to make things happen</i> | We are committed, passionate and hard working We support to people make informed choices We build upon excellence |
| Empowering <i>We inspire and we encourage, supporting people to take control</i> | We are flexible and creative We learn, question, challenge and reflect |
| Safeguarding statement | |
| Outward is committed to safeguarding and promoting the welfare of adults at risk and expects all staff to share this commitment. If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates. This will be fully subsidised by Outward. | |

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| Date of last Review: 08/05/2025 by Desislava Nikolova | |
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