

**JOB DESCRIPTION****JOB TITLE:** Housing & Care Services Manager**REPORTS TO:** Director of Supported Living**DEPARTMENT:** Housing & Care Services**RATE OF PAY:** £54,971 to £59,524**DATE:** December 2024**REVIEW DATE:** December 2025**ROLE PURPOSE:**

To ensure the provision of a high quality, customer focused range of services, ensuring continuous improvement.

The Housing and Care Services Manager will be responsible for leading a team of staff and ensuring that the objectives set for their area of responsibility are achieved, under the direction of the Director of Supported Living.

The Housing and Care Services Manager will be responsible for the day-to-day management of their area. This will include the management of an office-based team, as well as a number of outreach schemes, ensuring the delivery of high quality services and the achievement of continuous improvement, in accordance with agreed standards and best practice.

Key Area	Key Activities
<u>Policy Development</u>	<ul style="list-style-type: none"> <li>To develop, review and implement policies, procedures and systems, to ensure the effective operation of the Supported Living department in the areas of: care; support; housing management and any other policy area that may be relevant.</li> <li>To develop and co-ordinate working groups to develop, review and implement policies, procedures, systems and standards relating to the Supported Living department.</li> <li>To ensure policies, procedures and systems comply with legislative requirements and best practice guidance.</li> <li>To develop and review monitoring and reporting systems, and ensure implementation of such systems to achieve the performance targets set.</li> <li>To ensure all relevant staff are advised of and trained on the policies, procedures and systems relevant to them.</li> <li>To contribute to the Business Planning process for the Supported Living Department.</li> </ul>
<u>Staffing</u>	<ul style="list-style-type: none"> <li>To provide leadership and to sustain staff motivation and professionalism within the Supported Living Services department.</li> <li>To continually review the staffing needs of the area of responsibility, taking account of growth, legislative and good practice requirements, and changes in duties and responsibilities.</li> <li>To make recommendations for change as appropriate, to the Director of Supported Living</li> <li>To assist with the recruitment of staff in line with the Association's policies and procedures.</li> <li>To ensure the Association's system of performance management is implemented within area of responsibility.</li> <li>To ensure training needs are identified and an appropriate programme of training is in place for staff within area of responsibility.</li> <li>To implement the work programme and provide appropriate advice and support for staff within area of responsibility.</li> <li>To provide staff supervision in line with supervision policy and requirements.</li> <li>Participate in Apex's appraisal process for all staff within supported living.</li> <li>Take the lead in disciplinary, grievance and any other staff investigations within supported living and with the support from the Associations Personnel representative.</li> </ul>

<b><u>Service Delivery</u></b>	<ul style="list-style-type: none"> <li>• To ensure high quality and cost effective services are delivered in accordance with the department's policies, procedures, systems and standards.</li> <li>• To understand, support and contribute to the strategic direction within Supported Living</li> <li>• To identify service weaknesses through regular monitoring and establish and manage the necessary change to raise standards.</li> <li>• To ensure services are delivered in line with the principles of continuous improvement.</li> <li>• To ensure achievement of customer satisfaction in the delivery of services within area of responsibility.</li> <li>• To analyse and present statistical information on an ongoing basis to demonstrate the achievement of objectives and performance indicators.</li> <li>• To develop and implement Community Development initiatives including Tenant Participation initiatives.</li> <li>• To carry out quality monitoring visits in line with RQIA regulatory requirements</li> <li>• To monitor service delivery and ensure all areas of compliance and service improvement are carried out in line with regulatory standards and quality improvement plans.</li> <li>• To monitor, review and manage KPI's within supported living (eg voids, rent arrears) to ensure achievement of objectives.</li> <li>• To take the lead on management of complaints in line with Apex's complaints policy.</li> <li>• To develop good working relationships both internal and external to the organisation to enhance quality of service delivery.</li> <li>• To participate in all areas of adult safeguarding and provide support and direction as required within supported living.</li> <li>• To manage, review and monitor all areas of risk within your area of responsibility.</li> <li>• To undertake the management, monitoring and review of all budgetary areas within supported living schemes and provide regular updates to the Director of Supported Living .</li> <li>• To maintain professional registration if applicable.</li> <li>• To ensure continual service delivery, as an interim measure only, undertake when/if required the temporary management of a scheme within the area of responsibility.</li> </ul>
<b><u>Accountability</u></b>	<ul style="list-style-type: none"> <li>• To undertake responsibilities as required, ensuring accountability for the area of responsibility.</li> <li>• To provide feedback on a regular basis to the Director of Supported Living in relation to all areas of responsibility.</li> <li>• To assist with the development and review of control systems and ensure implementation of such systems.</li> <li>• To ensure that services delivered continue to comply with statutory requirements and departmental policy in the areas of care, support, housing management.</li> <li>• To monitor and review performance on a continuous basis, ensuring achievement of the objectives set for the area of responsibility.</li> <li>• To report on performance on an ongoing basis to the Director of Supported Living.</li> <li>• To provide assistance in relation to monitoring and review by Department for Communities, Internal and External Audit, Regulation and Quality Improvement Authority, Supporting People, etc. to ensure compliance.</li> <li>• To co-ordinate the implementation of any recommendations arising from inspection by any of the above agencies.</li> <li>• To assist with implementation of the department's programme for continuous improvement.</li> <li>• To be responsible for implementation of Supporting People and Health Trust contracting requirement relating to the provision of support and care services, within area of responsibility.</li> </ul>

<b><u>General</u></b>	<ul style="list-style-type: none"> <li>• To assist with implementation of the Corporate and Business Plan objectives.</li> <li>• To keep abreast of relevant legislative procedures and good practice guidelines.</li> <li>• To assist with implementation of organisational policies and systems e.g. management systems, IT systems</li> <li>• To maintain and develop links with outside agencies, ensuring the best interests of the Association are promoted at all times.</li> <li>• To provide information on the performance of the area to the Director of Supported Living and any other department or agency, as required.</li> <li>• To represent the Department/Association, as and when required, by attending meetings, etc and providing feedback.</li> </ul>
<b><u>Miscellaneous</u></b>	<ul style="list-style-type: none"> <li>• Adhere to the Association's Equal Opportunities Policy and commit to the principles and aims of the Equality Scheme Section 75 duties to ensure fairness and equality in all aspects of work</li> <li>• No job description can cover every issue which may arise within the post at various times, this job description is not a rigid or inflexible document but provides guidelines regarding the duties expected while in post.</li> </ul>