



Job Description

Role	Independent Supported Living (ISL) Manager
Responsible to:	Senior ISL Manager
Responsible for:	ISL Support Workers

About Natural Ability

Natural Ability is a Registered Charity and Company Limited by Guarantee providing agricultural and animal care work, training, education, holidays and Supported Living for children and adults with learning disabilities.

Natural Ability aims to:

- Support the personal development and autonomy of people with learning disabilities.
- Offer work which is meaningful, productive, dignified and challenging.
- Develop environmentally sustainable ways of living and working.
- Ensure that people with disabilities are seen as an important part of the community.

Job Purpose:

- To manage the allocated Independent Supported Living services on a day to day basis.
- To ensure the support delivered within the services is person centred and that the people we support have choices and opportunities to ensure they are able to live as full a life as possible.
- To provide line management support to front line support workers.
- To ensure that all processes, protocols and paperwork are compliant to CQC requirements and delivered to the highest standard.

Main Duties and Responsibilities:

Service Delivery

- To ensure that the people who we support have up to date care plans that effectively meet their needs.
- Meet regularly with people we support to ensure their service is safe, caring, responsive, effective and well-led.
- Lead on and authorise all risk assessment processes within the ISL services.

- Support with Safeguarding processes including investigation, reporting and subsequent actions / recommendations as required.
- Collate and review critical incident processes. Work with the ISL management team to identify trends, triggers and implement action plans / strategies as required.
- Collate and review medication error processes. Work with the ISL management team to identify trends, triggers and implement action plans / strategies as required.
- Carry out regular medication distribution observations and provide guidance and improvement plans to Support Workers as required.
- Liaise with Social Workers, Care Managers, family members regarding incidents and medication errors when required.
- Collate, review and determine any actions from accident and health and safety reports.
- Ensure that health and safety assessments are actioned and reviewed regularly within the ISL services.
- Complete monthly compliance audits on service paperwork and protocols, determine action and development plans if required.
- Support with the development, implementation and review of the ISL service outcomes framework.
- Support front line staff and people we support to identify, implement and review placements and day service activities.
- Co-ordinate holidays for people we support.
- Hold regular team meetings with service staff, ensuring stakeholders and professionals are included when necessary.

Staffing & HR

- Provide line management to Support Workers.
- Support with the recruitment of new Support Workers within the ISL service.
- Support with the induction of Support Workers including actioning probationary reviews and observations.
- Support staff by providing regular one to one supervisions and appraisals.
- Ensure that Support Workers receive adequate training and development.
- Support with the development and co-ordination of the organisational training plan.
- Ensure that service rotas are accurate and that appropriate cover is in place when required.
- Support with the management of staff sickness.
- Lead on and authorise all risk assessment processes within the ISL services. Support with the monitoring of the organisational risk register as part of the management team.
- Part of the on-call team, therefore working on a rota basis to provide out of office hours support to Support Workers.
- Support with the implementation of new services as required.

Finance

- Lead on in-service financial monitoring of allocated ISL services.
- Manage petty cash distribution to allocated ISL services.

Strategic / Governance

- Build and nurture partnerships with relevant professionals, organisations, families, health professionals and other stakeholders to ensure the support each individual receives is holistic.
- Contribute as part of the management team to raising awareness and the profile of Natural Ability by supporting with the development of social media, website and press engagement.
- Support with the development and implementation of ISL strategic objectives
- Support with the receipt of any organisational complaints, grievance or whistleblowing issues where appropriate.
- Support with the collation, analysis and any subsequent actions plan derived from annual staff and stakeholder evaluation.
- Prepare service reports as requested by appropriate external stakeholders.
- Contribute to the development and review of organisational policies and procedures. Ensure that all Support Workers have a strong understanding of policies.
- Ensure that GDPR processes for the ISL services are adhered to.

Other Duties

- Undertake any necessary training, as appropriate to the role.
- Work to Natural Ability Policies and Procedures.
- Ensure that Health and Safety and all other Policies and Procedures are followed.
- Develop and promote the inclusion of people with disabilities.
- Undertake any other reasonable duties as required.

Benefits of working with Natural Ability:

- Competitive pay rates.
- Mileage allowance.
- Fully paid induction including training.
- Support with personal development.
- Employer contribution pension scheme.
- Employee Assistance Programme.

Please note that Natural Ability is committed to safeguarding children and vulnerable adults and all successful applicants will need to submit to a DBS check at the Enhanced level.

Person Specification

	Essential	Desirable
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<p>Skills, Knowledge, qualifications</p>	<p>Level 3 NVQ (or equivalent) in Social Care or Leadership and Management or willingness to work towards relevant qualification / standard.</p> <p>Strong skills in assessing and analysing risk.</p> <p>Strong line management skills.</p> <p>Excellent IT skills.</p> <p>Excellent communication skills.</p> <p>Ability to communicate effectively verbally and in writing.</p> <p>Ability to travel to meet the requirements of the post.</p>	<p>Ability to write and deliver accurate, comprehensive and accessible reports.</p> <p>Ability to develop and write organisational policies and procedures.</p>
<p>Experience</p>	<p>Working with vulnerable people.</p> <p>Knowledge and experience of safeguarding processes.</p>	<p>Working with people with learning disabilities.</p> <p>Supporting people with complex and challenging behaviour.</p> <p>Managing / working within Supported Living Services.</p> <p>Knowledge and experience of working with the remit of CQC compliance.</p> <p>Working within an outcomes framework.</p> <p>Building and nurturing stakeholder partnerships.</p> <p>Experience of working as part of a management team.</p> <p>Managing teams and services.</p>

Personal qualities	Commitment to the ethos of Natural Ability. Commitment to the participation and empowering of people with learning disabilities. Commitment to excellent care for disabled people. Enthusiastic self-starter. Well organised, ability to pay attention to detail Effective team worker	
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