

**Job Description**

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| **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 based in Hexham, providing Supported Living for adults with learning disabilities. In addition, through our day services, we facilitate agricultural and animal care work, training and education for those we support.

Natural Ability was founded in 2009 by two friends; one mother to a son with learning disabilities. They found that there was a lack of practical opportunities and support available for people like her son when they finished schooling; and so the charity was born, with the aim of providing opportunities and supported living services for adults with learning disabilities.

Since then, the charity has continued to develop to provide supported living and day-services to a growing number of adults in Hexham and the surrounding area. The adults we support all live within their own homes as private tenants, either on their own or with housemates.

**Our Mission**

We want to create an environment where people with learning and other disabilities live and work as valued and contributing members of the community. Providing people with an excellent quality of life with purposeful employment, lifelong learning and pride in their achievements.

We provide opportunities for people with learning and other disabilities to learn through challenge and well-managed risk, doing meaningful work, having fun and with a sense of personal autonomy.

**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 can 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 and access to further training and qualifications.
* Employer contribution pension scheme.
* Access to Employee Assistance Scheme (EAP) offering a range of advice and counselling.
* Blue Light Discount card - For reductions from a range of high street and online retailers.
* Modern and spacious office environment
* Hybrid working with a minimum of 1 day a week at home
* Casual clothes policy
* Small and friendly team of colleagues

***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**

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