



# Support Manager Grade 1

## Job Description

Job Reference: E133/19

<b>Location:</b>	<b>Midlothian</b>
<b>Salary:</b>	£26,246 - £29,672 per annum (£13.46 - £15.22/hr equivalent)
<b>Working hours:</b>	<b>37.5</b>
<b>Responsible to:</b>	Service Manager
<b>Special conditions:</b>	Hours may include evenings and weekends and sleepovers <b>(Sleepovers remunerated at £81 plus holiday allowance)</b> Local travel Paging service on rota basis
<b>Closing date:</b>	<b>Thursday 28<sup>th</sup> November 2019 at 12 noon</b>
<b>Interview date:</b>	<b>Monday 9<sup>th</sup> December 2019</b>

### Job Summary

To manage, support and supervise staff to ensure the needs of individuals are met and the service provided is run effectively and in compliance with the local authority contract.

This Service is a 24/7 community based mental health rehabilitation service in Midlothian, supporting eight people with complex needs with the aim of equipping people with the skills needed to live independently and meaningfully within their local community, the service enables people to set and achieve their own goals.

The time, length and areas of activity covered are different for everyone, but structured support can include help with life skills, confidence building and social inclusion for approximately 12 months. Personalised support encourages participation in activities, learning new skills, improving physical health and increasing social network connections. The service also provides practical support with budgeting, food preparation, medication and other daily living skills.

Promoting participation and inclusion is a core value of the service, through enabling staff to deliver innovative, creative and personalised interventions and opportunities.

This service works to the Wayfinder model in Midlothian, as part of the Wayfinder partnership, working collaboratively with relevant professional, agencies and

organisations, the service encourages a connected environment which ensures the best possible mental health and wellbeing for the people we support.

### **Responsibilities**

- Develop services in accordance with stated aims and objectives.
- Authorise information leading to the invoice to the local authority and Housing Association.
- Take a lead role in the referral/selection process for users of the service.
- Ensure that the service complies with all relevant legal and regulatory requirements e.g. Penumbra policies and procedures, Health and Safety requirements, National Care Standards, SSSC and Service Contract standards and reporting requirements.
- Ensure the development and implementation of support plans for all supported people ensuring that they are involved in decisions about their own support.
- Establish productive working relationships in a multi-disciplinary approach with other professionals and stakeholders involved in the support of individuals using the service.
- Ensure effective recruitment, selection, and induction of new staff.
- Ensure the effective management of existing staff including the management of work practice, conduct and absence along with regular supervision, support and the identification of training needs.
- Ensure that the financial management of the service meets the support needs of individuals who use the service according to agreed budgets.
- Ensure that all financial and other records are maintained accurately, and that all reporting requirements are met in a timely manner.
- Carry out any additional duties as required by Area Manager.

### **Person Specification**

<p><b>Qualifications</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• SVQ 3 in Health and Social Care or equivalent, as defined by the SSSC</li> <li>• SVQ 4 in Health and Social Care or equivalent, as defined by the SSSC, or willingness and ability to achieve within a specified period</li> <li>• SVQ 4 in Leadership and Management for Care Services or equivalent, as defined by the SSSC, or willingness and ability to achieve within a specified period</li> </ul>
<p><b>Knowledge and Experience</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Experience of managing person centred services, preferably in a mental health setting</li> <li>• Experience in supervising, leading and motivating a staff team</li> <li>• An excellent understanding of the voluntary sector.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience of health and safety requirements</li> <li>• Experience in recruitment and induction of staff.</li> <li>• Experience of managing budgets</li> </ul>

<b>Core Competency – Working with Others</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Builds robust and cooperative relationships with team members and colleagues.</li> <li>• Builds co- operative relationships, develops networks and promotes partnership working with other professionals.</li> <li>• Supports a culture in which individuals are treated with Dignity and respect.</li> </ul>
<b>Core Competency – Learn and Apply</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Experience of managing person centred services, preferably in a mental health setting</li> <li>• Contributes to an organisational culture which values continuous professional development.</li> <li>• Demonstrates on going positive and constructive self-reflection to promote continuous development.</li> <li>• Is open to positive and constructive feedback from others.</li> </ul>
<b>Core Competency – Communication</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Uses the most appropriate means of communication, using content, style and language to suit the audience and context.</li> <li>• Ensures a high level of two-way communication with all stakeholders.</li> <li>• Is skilled at producing structured, accurate and concise written reports that inform and persuade others to take action.</li> </ul>
<b>Core Competency – Managing Self</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Actively contributes to a culture which embraces change.</li> <li>• Is skilled at remaining positive and finding solutions to overcome adversity.</li> <li>• Is able to explain and account for their own practices and expects to have their thinking challenged appropriately.</li> </ul>
<b>Core Competency – Professionalism</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Upholds the SSSC Codes of practice for social care employees.</li> <li>• Ensure the delivery of efficient, effective, high quality services.</li> <li>• Develops clear, realistic, timely plans to produce desired results and ensures that action is taken to deal with any changes as they arise.</li> </ul>
<b>Role Specific Competency – Managing People</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Shows vision and inspires others towards objectives.</li> <li>• Delegates effectively and motivationally.</li> <li>• Provides the right resources and information for the team to perform effectively</li> </ul>
<b>Role Specific Competency – Managing Services</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Consults and acts on ways to improve the delivery of services.</li> <li>• Takes responsibility of, and effectively manages finances.</li> <li>• Creates realistic plans and integrates plans with overall organisational goals, in cooperation with relevant individuals.</li> </ul>

<b>Role Specific competency- Supporting People</b>	<b>Essential</b> <ul style="list-style-type: none"><li>• Consistently works with a person-centred approach</li><li>• Strives to establish to maintain the trust and confidence of supported people.</li><li>• Promotes the independence of people who use the services and empowers them to understand and understand their rights.</li><li>• To be able to recognise that people who use the service have the right to take risks and support them to work positively with potential and actual risk to themselves and others.</li></ul>
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For more information about Penumbra: [www.penumbra.org.uk](http://www.penumbra.org.uk)

For enquiries about the position please contact: [anne-marie.logan@penumbra.org.uk](mailto:anne-marie.logan@penumbra.org.uk)

or 0131 475 2380

**Completed Applications should be returned to:**

[recruitment@penumbra.org.uk](mailto:recruitment@penumbra.org.uk)

Closing date: xxxxx