

**LONDON CYRENIANS HOUSING (LCH) - Job Description**

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| Job Title: | **Manager (Projects)** |
| Reports to: | Area Manager |
| Key Working Relationships (Internal): | Chief Executive, Head of Support Services, HR, Finance and Admin Team, Area  Managers. |
| Key Working Relationships (External): | Service User, Staff, Statutory Services |
| Responsible for: | Management of Project |
| Direct Reports: | Staff team |
| Salary circa: | From £30,000 |
| Hours of work: | 35 hours per week |
| DBS applicable: | Yes |

**Job Summary**

* Day to day management of the project including staff performance, customer welfare and respectful living environment
* Provision of a quality service where Service User are supported in an empathetic way, to live as independently as possible.

This is achieved by:

* Diligent operational management of the project in line with LCH’s policies and procedures, values and objectives.
* Providing effective leadership and management to the project staff team
* Maintaining professional and positive relationships with stakeholders
* Working with the Area Manager to meet and extend quality standards

**Main Duties and Responsibilities**

1. **Staff Management**
   * To directly line manage staff as directed which may include Deputy Managers, Senior Support Workers, Support Workers and locums in accordance with Cyrenians HR Policies & Procedures
   * To prepare the monthly staff rota within budget ensuring effective spread of cover at all times
   * To ensure that staff have the necessary skills and abilities to carry out their tasks and that they understand the standards and performance expected
   * To ensure that staff participate in learning opportunities and attend training as required
   * Monitor directly the performance of those staff for whom responsible, informally on a regular basis and formally by use of the

performance management and appraisal process taking such action as may be required to maximise their contribution to the project

* + To ensure effective communication with staff from different disciplines, visiting therapists and specialized clinicians
  + To co-ordinate regular staff team meetings ensuring that there is effective communication and information exchange between team members, and reporting back to the leadership team
  + To ensure all staff have a local inductions
  + To ensure all staff are familiar with the needs, risks, presentations of each customer and the working practice

1. **Communication & Information**
   * To ensure that effective filing and record systems are operated and maintained as required for both internal and external purposes and in compliance with data protection
   * To ensure that there are clear and appropriate handovers between shifts and that all relevant information is recorded and acted upon accordingly
   * To coordinate and attend customer meetings ensuring that customer contributions are facilitated and a programme for the day agreed
   * To ensure that Service User are made aware of, and have access to, relevant policies and procedures and that they are issued with the customer handbook and other relevant documents
   * To ensure that there is a strong focus on multi-agency working and on- going dialogue and liaison with key stake holders
2. **Working with Service User**
   * To liaise with Area Manager to ensure that Service User are assessed initially in line with agreed referral procedures in the Safety and Risk Management Manual and that an initial service response is given
   * To work directly with Service User as appropriate, giving advice, support and practical assistance in all areas affecting their well being
   * Monitor and evaluate progress against support plans with Service User, staff and relevant agencies, including statutory and non- statutory stakeholders
   * To ensure that staff, are encouraging Service User to maximise their independence within the framework of a structured and individually tailored support plan and that opportunities for development are supported
   * To ensure that staff are encouraging Service User to take opportunities for group work, individual sessions, assigned jobs, recreation and leisure pursuits as part of a structured day
   * To ensure the safeguarding of vulnerable adults through staff training and following appropriate policies and procedures
   * To facilitate self-medication plans as set out by clinical teams
   * To ensure that Service User’ need for move on accommodation is promoted where appropriate and that this is incorporated in support planning
   * To ensure that effective links are made and maintained with suitable external agencies
   * In line with LCH’s customer involvement policy, encourage and support Service User to participate in a variety of initiatives, promoting customer involvement including the My Say Group
3. **Quality**
   * To contribute to the development and implementation of quality monitoring systems
   * To ensure the support planning is SMART and reflects Service User outcomes and objectives
   * To carry out agreed Health & Safety and maintenance checks including weekly flat/room checks, ensuring that the project maintains a good standard of furnishings and fittings, and that repairs or maintenance issues are identified and reported promptly to the repairs team
   * To set the standards for the cleanliness and tidiness of the house, to include customer’s accommodation
   * To regularly review the quality of the services provided to Service User and act on any monitoring/review findings as appropriate
4. **Finance and Administration**
   * To ensure that the monthly returns are completed accurately and submitted the Financial Accountant on time
   * To ensure that the financial affairs of the project are managed in line with LCH’s financial procedures
   * To manage, in liaison with the Area Manager, aspects of the budget for the project as required
   * To ensure that all Service User’ welfare benefits are claimed within agreed timescales
   * To minimise voids and vacancies in liaison with the appropriate external agencies
5. **Operational Matters**
   * To ensure as far as is reasonably practicable that the Health and Safety of staff, Service User and visitors to the project complies with best practice and legislation
   * To promote equality, diversity and inclusion in all aspects of work
   * To ensure that LCH’s operational policies and procedures are followed and adhered to and that project staff, have access to, and understand the requirements
   * To represent the project specifically and LCH generally at any relevant fora and meetings as directed and promote the work of LCH and provide feedback as appropriate
   * To ensure that all referrers are kept updated about service responses, following discussion with staff team, external agencies and Service User
   * To actively review own performance and development needs to assist in personal career growth
   * To ensure fire safety standards are maintained
6. **Other Duties**
   * To undertake any other duties and responsibilities appropriate to the post, as may be required from time to time
   * To carry out all duties and responsibilities in accordance with Cyrenians’ policies & procedures.

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**LONDON CYRENIANS HOUSING (LCH) - Person Specification Manager (Projects)**

**Qualifications and Experience**

1. Significant, successful adult social care experience
2. Successful experience of managing staff and delivering a quality assured service
3. A recognised Health, Housing or Social Care qualification (desirable)

**Knowledge, Skills and Abilities**

1. Knowledge of mental health and/or learning disabilities and adult social care
2. Record keeping/admin skills
3. Ability to ensure effective operational management of a supported accommodation service
4. Good IT skills and capacity to adapt easily to new systems
5. Good written and verbal communication skills
6. Ability to develop and maintain effective working partnerships with key stakeholders
7. Understanding of Health and Safety practice and legislation.
8. Knowledge and understanding of the safeguarding of vulnerable adults.
9. Commitment to, and understanding of, equality of opportunity, inclusion and the ongoing management of diversity

**Applicants must state clearly on their application form the ways in which their skills and experience meet all the selection criteria in the Person Specification. If you do not adequately address each and every one of these in your application, we will not be able to shortlist you.**

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**CONDITIONS OF SERVICE & PERSONNEL INFORMATION**

**Manager (Projects)**

1. **POST: Manager (Projects)**
2. **Salary circa:** From £30,000 per annum
3. **Eligibility to Work:** Under the Asylum and Immigration Act 1999, London Cyrenians has a responsibility to ensure that all employees are eligible to work in the UK. Consequently, before you can commence work you will be expected to provide evidence of your eligibility to work in the UK. This may be your birth certificate, passport, work permit or other document confirming your right to work in the UK.
4. **Annual Leave:** 25 days per annum plus Bank Holidays.
5. **Interest Free Travel Loan:** After completion of probationary period.
6. **Pension:** You will be automatically enrolled in the Cyrenians pension scheme which is administered by NEST. Contributions will be deducted from your salary on the basis of 4% of your basic salary but this contribution will rise to a level of 5% from the 1st October 2018. You may, opt out of the NEST pension arrangements within a time period of 28 days from the enrolment date and further details will be made available from NEST and Cyrenians on the opt out process.
7. **Hours:** The normal working week is 40 hours per week.

**Working Week:** For Managers (Projects), the normal working week is 9.00 -

6.00 p.m. Monday - Friday with an hour for lunch. However the post holders are expected to work these together with such additional hours as may be necessary to fulfil the duties, including occasional night inspections and unsocial hours.

1. **Location:** This role will be based as operationally required across Cyrenians’ services.
2. **Probation:** The first 6 months of your employment will serve as a probationary period. During this period your performance and conduct will be monitored. Upon satisfactory completion of your probationary period, your appointment will be confirmed.
3. **Expenses:** Staff will be reimbursed with amounts incurred in the performance of their duties, within agreed budget and sanctioned by their line manager.
4. **Contract of Employment:** Issued on appointment to post.
5. **Handbook:** Issued during induction, containing full information of Terms and Conditions of Employment and Policies and Procedures of Cyrenians.