**BRIGHTON & HOVE CITY COUNCIL**

**JOB DESCRIPTION**

Job title Care Support Manager (Independence at Home Team)

Reports to: Operations Manager / Assistant Operations Manager

Department: Adult Social Care and Housing

Section: Provider Services, Adult Social Care

**PURPOSE OF THE JOB**

* To lead and manage a team of staff in providing a range of services to meet the needs of services users
* To promote and actively implement the personalisation agenda in Adult Social Care through working with service users to ensure they receive an effective, appropriate service that enables them to achieve and maintain independence, dignity and choice.
* To assist Operations Managers in providing leadership for the development of a quality service that meets CQC regulations and provides value for money.

**PRINCIPAL ACCOUNTABILITIES**

**Working with Service Users**

1. Using a person centred and reabling approach, to work with care managers and other professionals to prepare and implement support plans with service users.
2. Where necessary support service users with the direct care needed to maintain dignity, well being and self esteem
3. To take a pro active, multi disciplinary approach to work with other professionals to produce holistic support to ensure service users achieve their outcomes and goals.
4. To undertake formal social care reviews of service users at the end of their service intervention to determine on-going care needs, develop associated personal support plans and to arrange on-going support and care for individual service users. NB: The level of complexity will determine whether other professionals, i.e. Social Workers/Care Managers, will need to be involved, e.g. possible safeguarding issues or complex family dynamics.
5. To act upon any safeguarding concerns in line with safeguarding Policies and Procedures.

**Management of staff and resources**

1. To manage a team of staff effectively and efficiently to include:
   * selection, recruitment, induction
   * Appraising performance with the aid of staff development reviews and identifying development needs.
   * To delegate appropriate tasks to staff
   * To ensure staff receive appropriate supervision with the use of planned and regular individual and/or group sessions to ensure a high standard of practice throughout the whole staff group.
2. To manage the performance of staff in line with council policies and procedures, including absence management, capability and disciplinary issues. This may include the preparation of investigations and presenting at hearings up to Stage 2.
3. To facilitate training and development activities and ensure competencies are monitored on a regular basis.
4. To have delegated responsibility to manage and monitor specific budgets.

**Managing Performance**

1. To prioritise work and allocation of resources to ensure that the team delivers a consistently high standard of service and that resources are used in the most flexible, efficient and responsive way.
2. To have delegated responsibility for monitoring and maintaining the quality of the service to ensure that the Care Quality Commission registration requirements are met.
3. To use IT systems to monitor performance and to enhance service delivery.
4. To be actively involved in the review and implementation of service improvement plans and the CQC requirements for improved service delivery.

**Policies and Procedures**

1. To have a lead role in ensuring health and safety legislation is met (including: risk assessments, manual handling assessments, completing incident and investigation forms, first aid and fire safety) to ensure that risks and incidents are managed appropriately and staff and service users’ safety is assured.
2. Ensure that legislation, statutory guidance and the City Council’s policies and procedures are adhered to at all times.
3. To ensure that all Safeguarding Vulnerable Adults issues, complaints and incidents are handled in an appropriate and timely manner ensuring that the relevant legislation, statutory guidance and policies are adhered to in consultation with the manager.
4. To promote and ensure that equalities and anti discriminatory working underpin all aspects of service delivery.

**General Requirements**

1. To work a rota that manages the deployment of staff/resources/buildings that includes weekends, out of hours and bank holidays.
2. To demonstrate a commitment to continued professional development.
3. To work with a number of internal and external agencies to ensure that a seamless service is provided.
4. To work flexibly to ensure that the needs of the service are met.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

**Apportionment of time for Care Support Manager (IAH Team) job role**

|  |  |
| --- | --- |
|  | **%** |
| **Working with Service Users** | 40 |
| **Managing Staff and Resources** | 40 |
| **Managing Performance** | 10 |
| **Policies and Procedures** | 10 |

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**PERSON SPECIFICATION**

Post Title: Care Support Manager (Independence at Home Team)

Department: Adult Social Care and Housing

Section: Provider Services, Adult Social Care

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| --- | --- |
| **CRITERIA** | **ESSENTIAL CRITERIA** |
| **Job Related Education and Qualifications and Knowledge** | * A relevant qualification in Social Care or Care Management: e.g. at least Care NVQ level 3 or equivalent relevant experience and the willingness to work towards Care NVQ level 4 * Knowledge of the Care Quality Commission registration requirements * Knowledge of the Personalisation Agenda in Adult Social Care * Knowledge of medication policies & procedures * Knowledge of the Care Management process * To be a qualified Manual Handling Assessor or willingness to undertake manual handling assessor training, Enhanced Assessors Training and all mandatory training |
| **Experience** | * Experience and understanding of working with vulnerable service users with a variety of needs * Experience of preparing procedures such as support plans and risk assessments, implementing case file documentation |
| **Skills/Abilities** | * Ability to supervise staff * Ability to deal with performance management issues including absence management, capability and disciplinary issues * Ability to recruit and recruit and induct new staff * Ability to support the needs of vulnerable adults * Ability to communicate effectively both verbally and in writing effectively with professionals, organisations and individuals in order to support service users to achieve their outcomes * Ability to manage, motivate and develop teams including the ability to chair meetings and present/ disseminate information. * Good IT skills and the ability to use databases * Excellent organisational skills in order to manage a busy work load with changing priorities * Ability to facilitate training * Ability to manage / control delegated budgets * Ability to be actively involved in continuous service improvement * Ability to delegate tasks to staff * Ability to participate in service reviews and case conferences involving multi-disciplinary teams * Ability to undertake investigations and prepare a statement of case for situations where disciplinary or capability procedures are necessary. |
| **Equalities** | To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council’s Equalities Policy. |
| **Other Requirements** | Flexible and resourceful approach to work situations.  Positive approach and attitude towards change management and development of future services |