Personal Support Manager

Scheme Name: Heol Illtyd, Neath

Salary: F1 – F4, £29,939.94 - £31,527.11

Supervised and Appraised by: Locality Manager

Overview

- Works as part of a Locality Management team in a single locality or network
- Provide support for a small group of tenants who will usually live together or live close to each other.
- Lead on the personal planning processes for these individuals
- Ensure that the agreed support plans for these people are established, implemented, recorded and revised so that these people maximise the personal wellbeing outcomes.
- Work to ensure that these people enjoy their rights and are able to take their responsibilities as tenants and citizens.
- Support these tenants to become active members of their locality or network and the community around them.
- In partnership with the Locality Support Manager, coach and develop a team of Support Workers to ensure these individuals are able to maximise their personal wellbeing outcomes.
- Participate in the Services Development process to ensure the support they deliver and the locality or network continues to improve its effectiveness and efficiency in meeting the needs of the people it serves.

In detail the post holder will be responsible for:

Suitability of living accommodation

- The supervision and appraisal of support staff including the management of absence.
- Arranging, and chairing team meetings for individual service
- Updating outcomes support plans and risk assessments for these tenants at least every three months.
- Leading on Tenant compatibility assessments associated with move on, or changes to compatibility arising from any housing management action.
- Supporting tenants to report repairs and request adaptations and decorating.
- Leading on day to day coaching of staff.
- Sampling daily recordings to ensure the promotion of the best outcomes for tenants and compliance with policy.
- Addressing and managing any actions from staff supervisions and team meetings.
- Agreement of, and the implementation of improvement actions where necessary.
- Assessing staff competency.
- Supporting staff to complete their Induction.
- Supporting staff to complete their Employer Assessment Evidence Log to achieve registration with Social Care Wales.
- Managing staff team Probationary Periods.

'Community Lives Consortium is regulated by the Care Inspectorate Wales and commissioned by Swansea Council and Neath Port Talbot County Borough Council, we may share information about our services and the people we support for quality and regulatory purposes'

- To ensure the roster schedule enables tenants to receive the support identified within their care plan.
- To work with Locality Support Managers as directed by the Locality Manager to ensure that rota's are filled with staff who are able to meet the tenant's needs and wishes.
- To work with Locality Support Managers as directed by the Locality Manager to ensure that any variations to shifts are inputted and confirmed in line with the Rota management policy.
- In the absence of, and with the guidance of the Locality Support Manager, create and maintain staff rotas.
- Participating in the locality response service
- To ensure that the tenants are supported to fulfil their rights and responsibilities as tenants. As part of this, they should help tenants maximise their participation in resolving any issues that arise from living together, maintaining, adapting and decorating their home, maintaining positive relationships with neighbours, running their household in the most effective manner (checking utilities tariffs) This will involve tenants house meetings where tenants have the capacity to participate in these.
- To ensure that tenants and staff can use tools like the 11 questions in the Real Tenancy test to explore how tenants experience their rights as effectively as possible.
- To support tenants to build effective direct relationships with their Landlords.
- To maintain and review Housing Support Plans at least quarterly.

Securing rights and entitlements

- Ensuring Personal Plan and Support Plans are well-formed, Person Centred and up to date.
- Implementation of Personal Plans and Support Plans so that tenant wellbeing outcomes are maximised.
- Ensuring that tenants, LocalityManager, Care Managers and actively involved family members are involved as required by policy. Ensuring that Personal Plans are reviewed in line with Consortium policy.
- Maintaining an effective relationship with tenants' relatives, significant others, and advocates. They will ensure that any support agreement is in place and implemented so that these people are appropriately involved on a day to day basis.
- Ensure personal outcomes are comprehensively documented and updated on an ongoing basis
- Ensure that the About Me Workbooks are completed, and individual Inclusive Communication Plans are up to date.
- Ensure any other Person Centred Planning documents such as the Planning LIve workbook are maintained in partnership with people and their supporters.
- Coaching the staff team and working with tenants and their supporters to ensure that active support plans are in place as required.
- Conduct interactive audits with all staff as required.
- Ensure that the Locality Manager, Locality Support Manager and Care Managers are aware of the changing needs of tenants, and the recording tools are changed to ensure that these are documented to enable effective planning in response to this changing need.
- To ensure that tenants are supported to have access to the CLC service guide, Statement of Purpose, and complaints procedure, they should work with tenants to maximise their understanding of these documents.
- Active role in ensuring change team meetings and planning live events are effective for all locality members. They will work to resolve any obstacles to tenants' active participation in these meetings. Supporting tenants to implement any actions and outcomes that they agree to do at a change team meeting

- Supporting tenants in the Planning Live process, coaching staff to act as facilitators in this process as required.
- Working with Locality Support Manager and external agencies and individuals to complete and review Transport Plans that meet the tenant's individual needs.
- Working with local colleges in respect of observing staff practice for achievement of relevant health and social care qualification.

Protection from abuse and neglect

- To conduct weekly medication and finance check, raising concern and setting corrective actions where necessary
- Monitor the BMF or other behavioural recordings and identify patterns that need to be addressed to Locality Manager and care managers where required.
- Liaising with the Locality Manager in conducting the Service Development framework, monitoring of support plans and other relevant information and agreeing and implementing actions that enable the continual improvement of the locality.
- Ensuring staff knowledge of safeguarding and their responsibility to report concerns.
- Keeping the Scheme Safeguarding file up to date.
- Attend Strategy Safeguarding / Professional Concerns meetings if required
- In partnership with Care managers ensure Dols and Best Interest Capacity assessment are completed and reviewed every 3 months.
- Promoting and monitoring that personal support is delivered in a way that maintains dignity and privacy and is in the least intrusive manor.
- Ensuring compliance of staff with manual handling plans
- Ensuring all information is handled in accordance with the Data Protection Act 2018 (General Data Protection Regulations) and the agency's policies, including electronic records and online security.
- Complying with all Safeguarding policies and procedures
- Seek advice from the Locality Support Manager and HR Department regarding the resolution of disputes and workplace conflict early as possible in line with policy.
- Assisting with gathering evidence for the investigation of concerns, grievances and complaints as directed by HR and Locality Managers.
- Conduct Driver checks with all locality staff
- Conducting medication competency assessment for staff

Physical and mental health & emotional wellbeing

- Scheduling Annual health checks and health appointments as required. They will raise any concerns if the Annual Health Check is not delivered in line with guidance.
- Monitoring people's health and clinical needs raising issues with the Locality Manager, Locality Support Manager, Care Managers active family members as required.
- Providing direct support alongside the support staff team

Social and economic well-being /Participation in work

- Keeping relatives / care managers up to date as dictated by support agreements

General

- Contributing to the process of service improvement and organisational development.
- Collating information for the Quality Assurance process and ensuring that view of the people we support is obtained.
- Deputising in the absence of the Locality Manager or Locality Support Manager when directed.
- Co-operating with managers over any other reasonable task commensurate with grade.
- Promote and develop the use of IT skills, online recording and company social media interaction in line with the organisations digital communication strategy.

Personal Development and Support

- Participating in training to help them to perform their role more effectively including online learning
- Ensuring their own and staff compliance with the Consortium's policies.
- Complying with their own responsibilities stated in the Health & Safety Policy.
- Attending, contributing, and actively participating in their supervision and appraisal sessions with the Locality Manager.
- Attending, contributing, and actively participating in all meetings.
- Complying with the agency's Disciplinary and Grievance policy.
- Complying with their terms and conditions of employment, the Social Care Wales' Code of Professional Practice for Social Care, the Consortium's Staff and Manager Codes of Conduct and the Consortium's policies.

Person Specification

Qualification

Essential:

- ❑ Literacy, minimum level 2 (A*- C grade GCSE) or equivalent.
- ❑ Numeracy, minimum level 2 (A*- C grade GCSE) or equivalent.
- ❑ QCF / NVQ Level 3 Health & Social Care (or equivalent).
- ❑ Commitment to working towards any other relevant qualifications.

Experience

Essential:

- ❑ Managing supported living services for people with physical disabilities / learning disabilities
- ❑ Managing a staff team.
- ❑ Teamworking.
- ❑ Leading and coaching a team or colleagues in best practice.
- ❑ Creating and managing staff rotas using a rostering software.
- ❑ Following and reviewing Behaviour Support Plans in partnership with external health professionals.
- ❑ Working with external agencies and stakeholders.
- ❑ Arranging and chairing meetings.
- ❑ Dealing with conflict within teams

Desirable:

- ❑ Supporting staff to achieve their registration with Social Care Wales using the employer's assessment evidence log.

Skills

Essential:

- ❑ Assessment and Care planning including development and monitoring of personal plans, manual handling assessments and risk assessments.
- ❑ Negotiation and joint working with other agencies and professionals.
- ❑ Ability to conduct presentations to individuals and groups.
- ❑ Chairing Meetings

- ❑ Written communication skills, including the ability to complete relevant forms and documents accurately and write reports.
- ❑ Production of accessible information including taking photos.
- ❑ Using various elements of Microsoft Office, including -

  - Email & calendar management (MS Outlook)
  - Written communication using word processing (MS Word)
  - Using spreadsheets for financial and data management (MS Excel\Google Spreadsheet)
  - Developing and creating presentations (MS Powerpoint\Google Slides)
  - Video Conferencing (MS Teams, Google Meet, Zoom)
  - File and folder management
  - Use of the internet and CLC internal Intranet
  - Using databases (Roster HCR software) for data entry and production of simple reports
  - Use of social media management to include collaboration within the context of supporting people (Workplace)
  - Understand GDPR in relation to personal information to include written and visual data

- ❑ Able to use rostering software.
- ❑ Ability to manage your own workload and time.
- ❑ Ability to manage a budget.
- ❑ Assessing staff competence.
- ❑ Ability to conduct supervision and appraisals.
- ❑ Managing Probationary Periods.
- ❑ Ability to collate relevant information as requested by the Safeguarding and Complaints Investigator.
- ❑ Ability to resolve concerns informally, including managing conflict within the team.
- ❑ Ability to support individuals through various life transitions.
- ❑ Ability to monitor and review individuals' support plans to ensure personal outcomes are achieved.
- ❑ Able to develop, review and monitor Personal Care Plan and Personal Support Plans
- ❑ Able to develop, review and maintain manual handling assessments and risk assessments in partnership with Locality Support Manager
- ❑ Ability to support individuals who have comprehensive Positive Behavioural Support plans in partnership with Locality Manager and other stakeholders.

Desirable:

- ❑ The ability to communicate in Welsh.

Knowledge

Essential:

- ❑ Best practice in the areas of learning/physical disabilities.
- ❑ Supported living and domiciliary care environments

- ❑ Rota Management Roster software.
- ❑ Data protection and online security.
- ❑ Knowledge of best practice in person centred active support.
- ❑ Knowledge of best practice in the principles of inclusive communication.
- ❑ RISCA and other relevant social care related legislation.
- ❑ Supported living models of accommodation.
- ❑ Best Practice in Mental Capacity Act and Deprivation of Liberties.

Other Essential Requirements

- ❑ Commitment to supporting the people we support to join in with community activities.
- ❑ Commitment to support the people we support in the Planning Lives process
- ❑ Registered with Social Care Wales.
- ❑ Current and valid driving license and to be able to travel as required
- ❑ Business class 1 insurance (You will be required to provide evidence of this)
- ❑ Able to work the full range of hours needed to deliver services, this includes mornings, afternoons, public holidays, weekends, sleep-ins and wakeful nights.
- ❑ Able to work in a range of services and/or locations when required.
- ❑ To be part of the Locality On call Response process