

Peripatetic Locality Support Manager



Salary G1 - G4 (£32,630.56 to £34,272.21 pro rata per annum) plus essential car user allowance

Supervised and Appraised by Operations Manager.

Overview

Working as part of the Operations Team, the post holder will require to work across all Localities and Networks there the Consortium delivers its services, providing flexible, high-quality leadership across all services.

- Ensures that there are sufficient support hours to meet the needs of all individuals supported.
- To ensure new tenants are supported to join the locality or network in a way that meets their needs, upholds service user rights, choices and independence and wellbeing.
- Ensure that members of the Locality or Network teams are supported to work effectively together to meet the needs of the supported individuals ensuring they are supported to be active members of the community around them.
- To actively support and contribute to Locality Change Meetings and work in partnership with the Participation and Engagement Officer to promote positive local outcomes.
- Provide effective line management, supervision and ongoing support to a small group of volunteers.
- To work closely with the Participation and Engagement Officer to deliver high quality engagement & participation activities.
- Plays an active role as part of the Service Development process to ensure the Locality or Network meets the contractual and legislative requirements placed upon it.
- Ensure all services are compliant with CIW standards and RISCA regulations.
- To support the Locality Managers in ensuring the services are run in partnership with the supported people, their family members, staff and managers, and members of the Commissioning Authorities.

In detail the post holder will be responsible for:

- Chairing planning and assessment meetings when tenants' needs change or new tenants are considering moving in or moving on.
- Coordinating Tenant compatibility assessments as per our admissions and commencement policy.
- Completion of quarterly Health and Safety Audits
- Working with Locality Managers to ensure Personal Support Managers have time and capacity to deliver and review Personal Plans that meet the needs and aspirations of all service users.
- Working with Personal Support Managers to produce rotas that meet tenant needs and support Personal Plans as directed by Locality Manager.
- Working with Personal Support Managers to produce rotas that complement the Network/Locality response as directed by Locality Manager/Operations Manager.
- Liaising with the Locality Manager, and where applicable, the Operations Manager, in conducting the Service Development framework, monitoring Support Plans and other relevant information, and agreeing and implementing actions that enable the continual improvement of the Locality.
- Working with Personal Support Managers to ensure allocated hours are delivered in line with budget and where needs change, supporting the development of new support grids that can be costed.
- Supporting the Locality Manager in seeking approval for variation from the Commissioning Authority.
- Ensuring an accurate roster schedule is maintained, and shifts are accurately confirmed by Personal



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Support Managers.

- Resolving any pay queries that arise across the Locality.
- Resolving “Flags” on Sona, including Personal Support Manager flags.
- Assessing the level of locality recruitment and conducting the necessary recruitment in partnership with HR, involving tenants and relatives where appropriate.
- Supporting the Locality Manager in delivering training where required.
- Working with Personal Support Managers and the Staff Development team to ensure the necessary assessment of workplace competence is conducted and evidenced, including any future frameworks requiring the evidencing of workplace competence
- Working with the Personal Support Managers to ensure staff are supported to complete their induction.
- Working with the Personal Support Managers to ensure staff are supported to complete their Employer Assessment Evidence Log for Social Care Wales Registration.
- Coordinate peer support activities within the Locality as directed by the Change Team, working in partnership with the Participation and Engagement Officer where appropriate.
- Participating in Locality Response Out of Hours and Response Service.
- Participating in the Operational On Call Service and managing the response Rota.
- Attending Job Fairs.
- Attending Disciplinary Hearings in the capacity of Disciplining Officer.
- Taking an active role in ensuring Change Team Meetings and Planning Live Events are effective for all Locality members, working to resolve any obstacles to tenants' active participation in these meetings.
- Supporting the Locality Managers to create content for Locality improvement reports.
- Enabling a wide range of tenants to be involved in recruitment; working with the HR department to ensure that our processes are as inclusive as possible while ensuring that fair recruitment practices are followed.
- Conducting Health & Safety Audits, including Assistive technology equipment. They will identify improvement actions and outcomes where necessary and cooperate with Locality Managers to ensure these are fully implemented.
- Adhering to the Principles of Safeguarding as per CLC Policy, ensuring staff are compliant with their responsibilities in the protection of the people we support.
- Support Personal Support Managers in the resolution of workplace disputes and conflict as necessary, and as early as possible in line with policy.
- Providing support and documents to the Safeguarding and Complaints Investigator to enable thorough investigation of concerns, grievances and complaints.
- Deputising for the Locality manager when needed.
- Providing advice and guidance around Risk Assessment and Moving and Handling.
- Delivering training as required.
- 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.
- Contributing to the process of service improvement and organisational development.
- Collating information for the Quality Assurance process and ensuring the views of the people we support are obtained.
- Acting as a temporary PSM where there is an absence.
- Stabilising services when required and leading in good practice.
- 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.
- Participating in training to help them 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 Managers.

- Attending, contributing, leading and actively participating in all meetings.
- Complying with the agency's policy framework.
- Complying with their terms and conditions of employment, Social Care Wales's Code of Professional Practice for Social Care and the Consortium's Staff and Managers Codes of Conduct.
- Undertaking any other reasonable tasks as identified by the Locality Managers, the Operations Manager and the Consortium.

Person Specification

Peripatetic Locality Support Manager

Qualifications:

Essential

- QCF / NVQ Level 4 Health and Social Care or equivalent.
- Must have a commitment to working towards a QCF Level 5 Diploma Leadership for Health & Social Care.
- Literacy, minimum level 2 (A* - C grade GCSE) or equivalent
- Numeracy, minimum level 2 (A* - C grade GCSE) or equivalent
- Must have a commitment to working towards a Training Assessing, Quality Assurance and Vocational Qualification Assessor qualifications if required and within negotiated times
- Commitment to achieving People Handling and Risk Assessment Key Trainers Certificate or equivalent.
- Commitment to achieving BTEC Level 4 Positive Behaviour Support.
- Commitment to developing skills and attend any training to ensure the safety of any moving and handling tasks.

Desirable

- QCF Level 5 Diploma Leadership for Health & Social Care / or equivalent.
- People Handling and Risk Assessment Key Trainers Certificate or equivalent
- Training Assessing, Quality Assurance and Vocational Qualification Assessors qualifications.
- Social Work qualification approved by Social Care Wales.

Knowledge

Essential

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- Best practice in the areas of learning/physical disabilities.
- Supported living and domiciliary care environments
- Rota Management.
- Legislation, regulations, and best practice relating to Moving and Handling within the Health and Social Care sector.
- Best Practice in Positive Behaviour Management and Support.
- Health & Safety legislation.
- Social Care and related legislation
- Data protection, General Data Protection Regulations, confidentiality policies, and online security.
- Best practice in Person Centred Active Support.
- Best practice in the Principles of Inclusive Communication.
- The Consortium's Complaints and Disciplinary Policies and procedures.
- Best practice in Mental Capacity Act and Deprivation of Liberties.
- Quality and compliance of risk assessment process.

Experience

Essential

- Experience of managing services for people with physical disabilities / learning disabilities
- Experience supporting workplace learning, including training delivery to individuals and groups.
- Staff management including the supervision and appraisal of staff.
- Staff recruitment.
- Rota management.
- Chairing Meetings
- Negotiating and liaising with external agencies and stakeholders and attending meetings, e.g. Multi-Disciplinary Team meetings.
- Quality Assurance and identification of service development areas to ensure individuals' outcomes are achieved.
- Supporting individuals through various life transitions.
- Supporting Personal Support Managers to ensure compliance of clinical guidelines and Monitoring of behaviour documents.
- Attending at Disciplinary Hearings as Disciplining Officer.

Skills

Essential

- Ability to attend Disciplinary Hearings in the role of Disciplining Officer.
- Developing and reviewing support plans for moving and handling tasks.
- Teaching, training, and coaching practical skills.
- Assessment of competence of practical skills

- Written communication skills, including the ability to complete relevant forms and documents accurately and write reports.
- Delivery of training courses to groups.
- Production of accessible information including taking photos.
- Using various elements of IT productivity platforms such as Microsoft Office to include:-
 - Email & calendar management
 - Written communication using word processing
 - Using spreadsheets for financial and data management
 - Developing and creating presentations
 - Video Conferencing
 - File and folder management
 - Use of the internet and internal Intranet
 - Using databases and roster software for data entry and production of simple reports
 - Use of social media management to include collaboration within the context of supporting people (Workplace)
 - Understanding GDPR in relation to personal information to include written and visual data
- Ability to manage your own workload and time.
- Ability to manage a budget.
- Ability to collate information and views of the people we support for the Quality Assurance process.

Desirable

- Ability to communicate in Welsh.

Other Requirements

Essential

- 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
- Able to work the full range of hours needed to deliver services, this includes public holidays, weekends, sleep-ins and wakeful nights.
- Able to work in a range of services and/or locations when required.
- Registered with Social Care Wales.
- Commitment to participating in the Locality Response and On-Call Rotas.
- To work flexibly, including working outside normal working hours.
- Current driving license and be able to travel as required
- Business class 1 insurance (*You will be required to provide evidence of this*).