



JOB DESCRIPTION

Post: **Support Manager**

Accountable to: **Area Manager**

Context:

Autism at Kingwood provides support for people with autism spectrum disorder. People we work with receive support to live in their chosen home across residential, supported living and outreach services. We believe the best way to provide this support is to work alongside the individual using all forms of communication available to capture choices and desires and ensure this process is the centre of an individual's service. Kingwood works within the concept of Active Support; a person centred tool to enable people with autism and/or learning disabilities to engage and participate in meaningful activities appropriate for the individual.

Job Purpose:

- To lead staff teams and work with the individuals we support within the philosophy, procedures and established ethos and values of Kingwood.
- To ensure the individuals we support are enabled to participate in society through a lifestyle based on personal choice and to place the needs of individuals at the centre of all work undertaken.
- Working with Active Support Specialists and Support Workers, to plan, implement, review and create person centred support services that assist in supporting individuals to develop and experience new opportunities within the wider community.
- To facilitate effective team working that will enhance staff contribution to the service and the lives of the people we support.
- To act as a role model, ensuring staff work to national regulatory standards and the code of conduct for Adult Social Care workers.

Principal Accountabilities

Delivery and Development of Person Centred Support:

- To work creatively and appropriately with individuals, continually encouraging them to seek opportunities that are of interest to them, and to support individuals in achieving goals that they have set for themselves.
- To support individuals to exercise their rights and responsibilities and to make their own choices.
- To support individuals with their daily living, including assistance with meal preparation, housekeeping and managing money.
- To accompany individuals outside their home and where needed to provide assistance and support for activities such as, shopping or attending appointments.
- To provide assistance with personal care and taking of medication if required.
- To participate in the development and review of individuals' Person Centred Plans by conducting assessments, compiling data; working in partnership with the Area Manager and Active Support Specialist in the review of service delivery and the monitoring and evaluation of the support given.
- To lead in the development and/or review of all support documentation including risk assessments, individual learning plans and opportunity plans.
- To foster and maintain positive links with family, friends and other external agencies (as agreed with the individual) and to support and encourage individuals to develop and maintain their relationships
- To drive the continual development and quality of the service.

Service Management:

- To deliver effective management to support staff, providing appropriate encouragement, guidance, direction and instruction.
- To assist Area Managers with staff development, training, supervision and appraisal and ongoing staff performance management ensuring that matters of concern and / or excellence in staff is brought to the attention of the Area Manager and Chief Operating Officer.
- To deliver structured, recorded and constructive supervision using organisational policy and format to staff on a monthly basis and variable for bank staff dependent on the number of hours they work.

- In conjunction with Area Managers and Active Support Specialists, to set individual SMART work objectives for the services and staff you lead, which set challenging, but achievable goals to reach higher standards within agreed deadlines.
- To take the lead in the induction of new staff to ensure they will work to organisational and legal practices, policies, procedures and systems.
- To develop systems that ensures fair delegation of duties and proactive support for less experienced staff and colleagues to develop their skills.
- To prepare and maintain rotas in conjunction with the Area Manager to ensure the provision of support in accordance with the agreed contract of the individuals supported and to accurately complete monthly returns.
- To assist with disciplinary and grievance investigations when requested by your Area Manager or the HR Department.
- To participate in the quarterly Support Manager network forum, which will provide training and support from the Senior Management Team to ensure the quality of services is maintained.
- To lead and attend team meetings as agreed with your Area Manager.
- To work in partnership with internal Active Support Specialists to ensure the Kingwood philosophy and ethos of person centred support is operationalised effectively.
- Develop effective communication with the Psychology Unit at Kingwood and ensure appropriate referrals are made in a timely manner.
- Conduct appropriate service specific risk assessments and co-ordinate risk management in services, supporting the Area Manager with individual service risk plans, providing information and analysis for ongoing assessment and review.
- Ensure the effective and participative management and administration of individual's homes by working with them to co-ordinate repairs and maintenance and to notify these to relevant housing providers.
- Maintain full knowledge and understanding of all necessary record keeping; ensuring all records are completed appropriately and prepare monthly reports where required.
- Ensure the accurate records of an individual's finances, where managed, are up to date.
- Maintain confidentiality at all times, respecting the need to share information with the Area Manager and the organisational requirement of conditional confidentiality with information on a "need to know" basis.

Management / Organisational Policy and Procedures

- To ensure that you and your staff team work within the agreed guidelines for all individuals who receive support, liaising with Active Support Specialists and other professionals in order to achieve this and adhering to the core values of Kingwood in all work undertaken.
- To ensure that you and your team understand and support the aims and values of the organisation when dealing with individuals and colleagues and to support and carry out Kingwood's policies and procedures to promote the aims of the organisation.
- To demonstrate a commitment to furthering equality and diversity in all aspects of the work and promoting equal opportunities
- To communicate effectively, maintaining good working relationships and promoting an atmosphere of support and encouragement in compliance with Kingwoods Positive Working Environment Policy.
- To comply with duties placed upon employees by Kingwoods Health and Safety Policy and related Procedure. To act in accordance with all instructions, information and training supplied in relation to those duties
- To comply with duties placed upon employees by Kingwoods policies on Confidentiality and Data Protection
- To ensure complex problems and issues are referred to a more knowledgeable (and senior) member of staff if the situation requires specific expertise.
- To cascade to staff teams information relating to Kingwood policy updates as they are released and to ensure all support and associated staff have an understanding of, and are working in compliance with, organisational policy and procedure.

General Responsibilities:

- To participate in training and development activities relating to legislative requirements\standards for the organisation and to support the co-ordination of the training and development needs of your team members.
- To comply with current legislation with regards to training by committing to and actively working towards relevant NVQ/QCF qualifications and to participate in regular supervision and support sessions.

- To comply with the standards of conduct and practice set by Kingwood, the Skills for Care Code of Conduct for Healthcare Workers and Adult Social Care Workers and/or any other regulatory body.
- To be prepared to work with challenging behaviours and acknowledge the work may require the post holder to work within emotive and hostile environments and to actively support staff working in these environments.
- To actively participate in support and supervision and to participate in all training and development activities in accordance with Kingwoods Training Policy
- To complete actions and objectives to required standards and to agreed timescales.
- To work flexibly, being prepared to perform other any other duties commensurate with the role and to take on additional responsibilities in relation to your role that may from time to time be required.