

## ROLE PROFILE

<b>POSITION</b>	<b>Supported and Extra Care Manager</b>		
<b>TEAM</b>	Housing Services	<b>LOCATION</b>	Redruth/Pool/Agile working
<b>VERSION</b>	2	<b>LAST UPDATED</b>	25 June 2021

### PURPOSE OF ROLE

To provide effective leadership, communicating a positive vision for all teams within the Homeless and Extra Care services.

To lead operations and management for services, including;

- Older people and people with disabilities, delivering an affordable, high quality, high performing customer orientated Extra Care and Support Service, and day centre in a way which responds to changing customer and community needs;
- Homeless people and other socially excluded groups, delivering an inclusive, high quality, person centered service adopting best practice and performing to contractual requirements;
- Outreach support, crisis accommodation, day Centre, supported housing, homeless families supported housing and move on accommodation.

### KEY ACCOUNTABILITIES

1. To champion Coastline's approach, lead and be responsible for the leadership and management of all Extra Care and Homeless Housing and Support services.
2. To meet the Care Quality Commission key lines of enquiry (KLOEs), ensuring the Extra Care service is safe, effective, caring, responsive and well-led.
3. To work closely with the Head of Housing, Housing Manager and Customer Experience Manager to deliver excellent services across Coastline's Housing Services.
4. To lead and motivate staff, harmonise, maintain and develop operational teams, and, manage workloads and performance to meet team targets, and legislative, contractual and funding requirements.
5. Assist the HoHS in driving, developing and maintaining Coastline's key strategies ensuring the best use of resources, including safeguarding and promotion of independent living.
6. To maintain the growth and development of services and work closely with all external agencies including statutory authorities to bring forward proposals for the adoption of new initiatives in response to marketplace opportunities.
7. To ensure compliance at all times with all relevant legislation, in addition to the Care Quality Commission (CQC) and the Quality Assessment Framework for Support services.
8. To undertake supervision and performance reviews and undertake other performance

management processes within Policies and Procedures in order to develop colleagues professionally and ensure they achieve their potential.

9. To be responsible for the monitoring and control of all aspects of performance ensuring compliance with legislation, contractual return requirements, CHAS, Fire safety, Coastline's business plan and key performance indicators.
10. To report to the executive team and Board on the performance, risk management and operations of the service when required.
11. To liaise with Coastline Housing's Technical Services Team as required to ensure that all properties are fully maintained in line with legislation, regulations and funding requirements.
12. To maintain, in conjunction with the Group Finance team suitable, arrangements for reviewing the financial effectiveness of all services and the production of the annual budget.
13. To prepare, in conjunction with the Group Finance team costings and financial projections for prospective new services and lead in the compilation of tender submissions.
14. To ensure that all customer complaints and enquiries are effectively handled in accordance with agreed policies and procedures.
15. To keep abreast of and maintain a detailed knowledge of all appropriate legislation and policy developments in the areas of homelessness, care and support.
16. Secure new contracts and work in partnership with other organisations and establish formal agreements to improve the quality of life for clients. Monitor outcomes and improving services to meet client needs.
17. Ensure all operational policies, procedures and practices are constantly appraised, developed and implemented.
18. To respond to emergencies out of hours as necessary and participate within the Business Continuity Plan.

#### **GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)**

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer/client care in full compliance with the Company's policy and standards.
6. To retain possession of current satisfactory enhanced disclosure from the DBS and a clear Vulnerable Adults list check.
7. To carry out any other duties appropriate to the post as required or directed by the Head of Housing.

#### **REPORTING**

- Reports to the Head of Housing Services.

- Responsible for 4 direct reports and 70 operational staff.

## CONTACTS

### Internal

Non-executive directors, executive directors, managers and colleagues across the Group

### External

- Customers, contractors, customer representatives, residents groups, media and press, housing associations, local authorities, schools, regulators, voluntary organisations, printers, opinion formers, stakeholders etc.

## PERSON SPECIFICATION

<b>POSITION</b>	<b>Supported and Extra Care Manager</b>		
<b>TEAM</b>	Housing Services	<b>LOCATION</b>	Redruth/Pool
<b>VERSION</b>	2	<b>LAST UPDATED</b>	26 June 2021

<b>QUALITY</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>• Demonstrate behaviours in accordance with Coastline's values:                             <ul style="list-style-type: none"> <li>✓ Put our customers first</li> <li>✓ Be open, honest and accountable</li> <li>✓ Value each other</li> <li>✓ Strive to be the best</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>✓ Self-confident and able to work with minimum supervision.</li> <li>✓ Energetic and dynamic.</li> <li>✓ Diplomatic.</li> <li>✓ Team player.</li> <li>✓ Well organised.</li> <li>✓ Good networker.</li> <li>✓ 'Can do' attitude</li> </ul>
<b>Education &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Degree and/or equivalent job specific qualifications.</li> </ul>	<ul style="list-style-type: none"> <li>• Management qualification level 4 or higher</li> </ul>
<b>Experience, Knowledge and Understanding</b>	<ul style="list-style-type: none"> <li>• At least 3 years management experience within housing, care and/or support or a related field working with complex needs.</li> <li>• Experience of managing change.</li> <li>• Knowledge and understanding of Housing and Anti-Social Behaviour legislation.</li> <li>• Knowledge of tenancy agreements.</li> <li>• Knowledge and understanding of the role of the Care Quality Commission (CQC) and the 'Fundamental Standards'.</li> <li>• Experience of meeting funding requirements and deadlines e.g. tender/bid writing.</li> <li>• Experience of preparation, monitoring and control of budgets.</li> <li>• Experience of managing staff in</li> </ul>	<ul style="list-style-type: none"> <li>• Local knowledge of social support and housing provision</li> <li>• Experience of managing and developing multi-disciplinary partnership working.</li> <li>• Experience of managing and taking action in response to potential safeguarding alerts.</li> <li>• Experience of fulfilling the role of Registered Manager/Responsible Individual with the CQC.</li> <li>• Experience of managing registration and inspection arrangements undertaken by CQC.</li> </ul>

	<p>dispersed locations.</p> <ul style="list-style-type: none"> <li>• Inspection and service improvement experience</li> <li>• Experience of working positively with people from a variety of backgrounds.</li> </ul>	
<b>Job Related skills</b>	<ul style="list-style-type: none"> <li>• Leadership skills with the ability to coach, support and empower others</li> <li>• Proficient IT skills including Microsoft office applications such as word, excel, publisher and outlook</li> <li>• Effective communicator, (both verbally and in writing) with excellent motivational skills</li> <li>• To be able to manage complaints for people with complex needs in a sensitive and non-patronising way</li> <li>• To be able to manage services for people with complex needs in a sensitive and non-patronising way.</li> <li>• Ability to make decisions and develop creative solutions with limited supervision.</li> <li>• Influential, with a track record of delivering successful outcomes, to think 'outside the box' and find innovative solutions to problems</li> <li>• Sound numerical and analytical skills and able to write clear, concise reports and present information to a range of audiences</li> <li>• Facilitate meetings and give presentations to a variety of audiences</li> <li>• Ability to quickly grasp an issue and to clearly and concisely communicate complex subjects to key audiences.</li> <li>• Develop and implement monitoring and administration systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Manage high risk clients.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Access to a vehicle and possession of a full clean driving license</li> <li>• Maintain confidentiality; demonstrate a commitment to valuing diversity and equal opportunities</li> <li>• Willing to work in an agile environment</li> </ul>	

	<ul style="list-style-type: none"><li>• Enhanced DBS Disclosure with Vulnerable Adults list check, satisfactory to the organisation</li></ul>	
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