**JOB DESCRIPTION AND PERSON SPECIFICATION**

**POST TITLE:** Project Leader

**REPORTING TO**: Operations Manager

**ACCOUNTABLE TO:** Service Director

**BASE:** Various (Community, Supported Living)

**KEY RESPONSIBILITIES**

Integra Supported Housing is a progressive, forward thinking organisation that provides person centred support to individuals with learning disabilities and mental health issues. Based in the West Midlands, Integra Supported Housing offers a wide range of services including Community Support and Supported Living.

The Quality and Compliance manager is responsible for the implementation of internal periodic review and quality audits within Integra Supported Housings services, to ensure the CQC Fundamental Standards and KLOEs are being practiced and met within each service, promoting good working practice from all support staff and management that ensure the person using services is at the centre of all service delivery.

This will be achieved by:

**Core activities**

* To have a clear knowledge and understanding of CQC Fundamental standards and KLOEs.
* To support the individual to be fully included within their local and wider community
* To promote respect and dignity at all times
* To promote a ‘do with’ rather than a ‘do for’ attitude
* Respect service users right to make choices and to control their own life
* Support individuals to reach their full potential
* To support people with their personal care, hygiene and appearance in accordance with their individual support plan
* To support individuals with activities of their choice
* To ensure that there is a safe environment for chosen activity and in the home
* To provide support with domestic and household tasks
* To provide specialist support to individuals with specific health or behavioural needs to provide personal care when required which may involve assistance with continence, health, medication, safe manual handling, preparing and eating meals and handling personal possessions; finances and documents.
* To ensure that personal care is completed in a respectfully and safely in line with the individual support plan.
* To work in accordance with Integra Supported Housing policy and procedure
* To adhere to risk assessment and company documentation at all times
* To report any incident, accident or untoward occurrence to your line manager immediately in line with company policy
* To promote independent life skills such as money management, household tasks and travel training
* To promote effective communication and relationships with service users and their families/representatives, and with fellow colleagues, ensuring that individual methods of communication are considered.
* To manage behaviours which may challenge according to supporting guidelines, strategies and professional plans
* To maintain records (e.g. support plans) where necessary, ensuring these are wholly accurate, up to date and completed in a timely manner
* To ensure confidentiality is maintained at all times, in keeping with the Data Protection Act (DPA) 1998, ensuring that service users personal details are not disclosed to any unauthorised person and that all records are maintained accordingly.
* To demonstrate an understanding and awareness of Integra Supporting Housing’s Equality and Diversity Policy and to adhere to its principles at all times
* To contribute to the protection of individuals from abuse, adhering to the Protection of Vulnerable Adults Policy and Procedure
* To attend any meetings in order to contribute to the effectiveness of support delivery
* To undertake any training required in order to perform the role effectively

**Key responsibilities**

* To supervise a staff team to provide a high standard of support for individuals using the service.
* To assist the Operations Managers with the planning of staff rotas on a monthly and weekly basis, ensuring shifts are fully covered with minimal use of agency staff.
* To assist with the management of staff absence and control the use of agency/bank staff.
* To support the Operations Team in the recruitment of quality staff, ensuring that new staff are supported during the shadowing process and within the first 12 weeks of their employment.
* To identify any training needs and report this to the Operations Manager immediately.
* To carry out supervision with staff to ensure agreed targets reflect the individuals’ needs.
* To identify personal development opportunities with staff.
* To attend regular staff meetings and ensure that information/directives relevant to the service and staff are acted upon.
* To assist the Operations Manager to ensure that all staff records including time sheets, holiday records and supervision notes are completed accurately.
* To ensure and take responsibility for establishing best support practice and take action where support practices are not to the required standard.
* To assist in the auditing of all financial transactions and daily documentation for the service.
* To be able to undertake on call duties for the service on a rota basis as allocated by the Service Manager

**Other**

* The Senior Support Worker will manage a service team. On occasions they may be required to undertake work at other locations as required by Integra Supported Housing. There may also be a need to deputise for the Operations Manager or undertake tasks delegated by the Operations Manager.
* To assist the Operations Manager in monitoring the quality of the service.
* To undertake training to keep up to date with legislative issues.
* To be committed to equal opportunities in access to and delivery of services.
* To undertake additional duties as may be required for the efficient running of the
* Support/Care package.

**Person Specification**

Essential key skills/attributes:

* A good knowledge of learning disability and associated needs
* Experience of working within a caring environment
* Good communication skills, both written and spoken
* A proactive, positive and reliable nature
* Good time keeper
* Team player
* Ability to work on own initiative
* Good awareness of confidentiality
* Calm under pressure
* A focus on providing service excellence
* Building and maintaining relationships
* Knowledge of Company procedures and processes
* Good awareness of Equality and Diversity and Anti-Discriminatory practice in accordance with Integra Supported Housing policy and procedure
* The ability to work flexibly where and when necessary on a 365 days per year rota basis, including weekends, evenings and bank holidays

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| I have read and understood the Job Description and agree with the Terms |
| Name of Line Manager: |
| Signed by Line Manager: Date: |
| Name of Employee: |
| Signed by Employee: Date: |