

Job Summary

The post holder will be responsible for the operational management of the Shore House project.

Shore House is an innovative service which provides accommodation and intensive one-to-one and group support to 20 people with mental health and complex needs, including those with a dual diagnosis, and people experiencing the effects of complex trauma. The service works proactively and flexibly with people to build their skills and confidence, enabling them to move into more independent accommodation within an 18-month timeframe.

Management responsibilities will include operational implementation of all aspects of the support service delivery, including managing referrals and move-on, health and safety, maintenance, improving standards and performance, staff support and management, and partnership working.

The post-holder will be required to register as a Registered Manager with the Care Quality Commission (CQC).

Operational responsibilities will include:

- Registration with the Care Quality Commission (CQC) as a Registered Manager.
- Managing referrals into the service and ensuring move-on from the service within agreed timeframes.
- Ensuring all aspects of contract delivery, including meeting or exceeding KPIs and other targets
- Overseeing all aspects of Health and Safety
- Completing internal and external reports
- Overseeing all aspects of service finance, including budgets, management accounts, arrears and voids monitoring and reporting.
- Delivering staff inductions, recruitment, support, supervision, reflection and appraisals.
- Liaising effectively with statutory mental health services, including the coordination of joint support and risk planning
- Maintaining and monitoring COVID-19 infection prevention measures

Responsible To

- Senior Manager
- Brighton Mental Health Services
- Through line management to the Board of Management

Responsible For

- Deputy Managers
- Senior support worker
- Client engagement worker
- Administrator
- Waking night workers
- Support workers
- All staff employed in the project as well as volunteers, interns and students on placement.

Significant Working Relationships:

- a) BHT Sussex staff
- b) Sussex Partnership NHS Foundation Trust
- c) Council Housing Services
- d) DWP and Housing Benefit
- e) Clinical Commissioning Group
- f) CQC (Care Quality Commission)
- g) Statutory and voluntary organisations

Duties / Responsibilities

Delivery of service and project development:

1. To oversee and ensure efficient and effective service delivery.
2. To ensure that the best possible quality and standard of support is provided for residents, within a trauma-informed and psychologically informed framework.
3. To assist the senior manager in setting strategic direction for the service and assist in the implementation of service development and delivery of a programme of continual improvement.
4. To manage relationships with clients, commissioners, stakeholders, and local agencies

5. To be responsible for the management of office hours and out of hour's rotas and ensure the service maintains adequate staffing levels.
6. To be responsible for the coordination of referrals and move on from the project to minimise the level of voids.
7. To influence, monitor and report on service performance targets.
8. To assist with reporting on contract requirements to commissioners, partner agencies and regulatory authorities, including service reviews, and quarterly project reports.
9. To ensure the efficient delivery of repairs / maintenance service and all other relevant housing management and tenancy related functions.
10. To liaise with relevant statutory and voluntary organisations, including substance misuse services, Housing Benefit, DWP, Housing Options Team, Sussex Partnership NHS Foundation Trust, and other providers in the mental health accommodation pathway.
11. To be responsible for the health and safety of the service including that of residents, workers, office environment, condition of buildings and that of the wider community (neighbourhood /visitors).
12. To be responsible for the review and development of policy and procedures within the project.
13. To ensure the service delivers a responsive approach to crisis management.
14. To ensure structures are in place to promote client involvement, access to work and learning, and enhance move on opportunities for all residents.
15. To assist in the production of publicity material for the project and to ensure that the project maintains a high profile amongst other agencies and potential users of the service.
16. To lead the team and service and to effectively manage change.

Staff Management:

17. To be responsible for recruitment of staff for the service.
18. To be responsible for the induction, supervision and training of all project staff.
19. To undertake all line management responsibilities.
20. To undertake timely de-brief sessions with staff post-incident, and conduct preventative meetings to ensure the wellbeing of staff, including reflective practice sessions.
21. To be responsible for managing staff performance and development, including disciplinary issues.
22. To arrange and attend team meetings, incorporating opportunities for reflective practice.

23. To undertake annual staff appraisals.
24. To facilitate opportunities for volunteers, Interns and student placements within the service and to provide appropriate supervision structures to support these.

Administration:

25. To ensure efficient administrative systems are maintained accurately which support rent accounting, financial accounting, and all areas of service delivery (housing management / support delivery).
26. To ensure that staff maintain detailed casework files on the client database, which fulfil all monitoring requirements.

Financial:

27. To ensure that the financial resources of the service are used efficiently and purposefully.
28. To assist in the setting and monitoring of budgets.
29. To authorise expenditure within the budget and in accordance with BHT's financial procedures.
30. To ensure the collection of weekly resident charges and for the monitoring of arrears and voids.

General:

31. To develop a close network of communications, co-operation, joint projects and skills exchange with other agencies in the community.
32. To positively promote the work of the service and BHT through attendance at forums, and internal and external meetings.
33. To ensure that the service delivers a responsive approach to crisis management and support intervention which may include the need for flexible working hours.
34. To participate in a Management on call rota
35. To undertake such other duties appropriate to the grade and character of the work as may reasonably be required, which will include taking on the duties of the Service Manager, in their absence.
36. To oversee effective Infection Prevention Control measures

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at

work. You will be required to co-operate with BHT Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT Sussex's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

Actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.

PLEASE NOTE: Shore House is a CQC registered care home. The Government are introducing new regulations regarding working within CQC registered care homes. From 11 November 2021, you will not be permitted to work at this service unless you are able to provide evidence that you have been fully vaccinated against Covid19 or can provide evidence of medical exemption before starting employment at Shore House.