

**TEAM MANAGER (Accommodation Services)
JOB DESCRIPTION**

This job description does not form part of the contract of employment

Salary: 25 – 27
Hours: 38 per week
Reports to: Area Manager – South
Manages: Project Managers

Job Information.

Community Options is a registered charity established in 1990 to provide care and support to people with mental health needs. The organisation's mission is to enable people with mental health needs to work towards recovery and lead valued lives in the community.

Throughout Community Options the emphasis is on high quality services, which respond to the needs of service users, maintains dignity, privacy and the freedom of choice for each individual.

Community Options expects all staff to undertake training and to develop skills and abilities which help to improve performance. Training needs, performance and objectives are assessed and reviewed through regular supervision meetings and performance management.

Role description

The post holder has responsibility for one registered care home as the registered manager, and a group of up to 4 registered homes and associated satellite projects. This will include direct line management of project managers.

This is an important role maintaining the quality of specialist mental health services. The current services consist of:

Complex needs team

- Recovery Facilitator (supporting the organisation in promoting the concept of recovery across all services)
- Three (2 x 5 and 1 x 7 beds) registered projects supporting people with complex needs including a dual diagnosis
- Three (2 x 5 and 1 x 3 beds) flexible supported shared housing scheme

Specialist Continuing Care Team

- One (10 beds) registered project providing specialist continuing care older adults
- Two (5 and 7 beds) registered projects providing specialist continuing care
- One (10 beds) 24 hour supported shared housing scheme providing specialist continuing care
- One (5 beds) flexible supported shared housing scheme for older adults

As a Team Manager you will be responsible for continually reviewing services for your area of expertise to ensure that they meet service level agreements and local need, presenting reports to the Area Manager - South.

Job descriptions are reviewed periodically and may be amended in accordance with the needs of the service.

Job Purpose

To ensure that Community Options consistently delivers and develops a specialist adult mental health services that are service user led, effective, efficient and innovative. To accomplish this in a way that promotes the organisation as a best practice provider to internal and external stakeholders.

Main duties and responsibilities

1. To be the registered manager for one of the residential projects
2. To implement and monitor the strategy for increasing service user participation throughout the team.
3. To ensure that existing services are developed to meet the changing needs of service users and purchasers.
4. To advise on a strategy for the development of the services based on best practise and trends.
5. To be responsible for the Performance Management of Project Managers, including regular supervision and performance management.
6. To work with the training department to develop team training plans in line with the company strategy.
7. To work with the team to audit and review service policies and procedures.
8. To ensure that all the team services meet with statutory and registration requirements, including health & safety, fire, environmental health, staffing and training.
9. To carry out the management monitoring function and report to the Area Manager – South.
10. To ensure that the finances of the projects are properly managed in line with budgets and organisational objectives.
11. To inform, advise and implement the company strategy in relation to your area of expertise and work towards the company objectives.
12. To undertake any other duties relevant to the provision of an effective, responsive and efficient service.

This list is not exhaustive and may be added to or amended from time to time.

**PERSON SPECIFICATION
TEAM MANAGER (Accommodation Services)**

The person specification is a statement of the minimum standards required for the post to be performed at a reasonable level.

When completing the application form it is advisable to show how you have met the criteria, rather than simply stating that you have done so. For example, rather than stating "I have good verbal and written communication skills" you might state "I have made presentations on a number of occasions, regularly produced written reports" and so on.

Experience	Essential	Desirable
Substantial experience of working with the client group	•	
Extensive management experience including staff management	•	
Management of residential projects	•	
Multi-disciplinary context	•	
Skills and qualities		
Ability to communicate effectively with people	•	
Ability to manage own workload effectively	•	
Ability to write clear reports	•	
Ability to deliver training programmes and facilitate learning	•	
Ability to set objectives and monitor performance	•	
Strategic planning and analytical ability	•	
Ability to solve problems	•	
Ability, understanding and willingness to work as part of a team	•	
Ability to engage and motivate staff	•	
Ability to use the computer to produce reports and relevant documentation	•	
Qualifications		
NVQ level 4, Certificate in Management Studies or Diploma in Management Studies or equivalent experience	•	
Understanding and knowledge		
Understanding of community care environment and legislation	•	
Understanding and knowledge of care/support planning, Care Programme Approach and person centred planning and wellness recovery action plans	•	
Knowledge of the recovery concept		•
Knowledge of quality assurance systems and monitoring	•	
Respectful attitude to difference and knowledge and understanding of equality and diversity	•	
Personal attributes		
Commitment to person centred services	•	
Commitment to promoting good practice in community care	•	
Willingness to work evenings and weekends if needed and required	•	
Flexible in approach	•	
Willingness to learn and undertake training	•	