

Residential Project Manager JOB DESCRIPTION

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

Starting salary: 23 – 25
Hours: 37.5 per week
Reports to: Team Manager

Job information

Community Options, established in 1990, is a registered charity providing registered care and social support to people experiencing mental illness, this may be severe, enduring and complex in nature.

Care and support is provided through a range of registered and supported housing projects. In addition to this Community Options operates registered Community Support Services.

The Project Manager will be responsible for ensuring that the project promotes the core values of the company:

- Offer choice and flexible services
- Consult and involve service users in the planning and delivery of services
- Work in partnership with others
- Provide quality services and have an ethos of constant learning and improvement
- Work within a framework that values diversity in service delivery and employment

This is fundamental in promoting Community Options capacity to fulfil its mission; “to enable people with mental health needs to work towards recovery and lead valued lives in the community.”

Role Description

Managing a team of up to 9 people the Project Manager is responsible for up to 10 clients within a registered residential project. The Project Manager will also be responsible for 3-5 clients within one of the supported housing projects. The Project Manager will be on-call for the project and be supported by the Deputy Project Manager, Team Manager and Senior Management Team.

The post holder will be required to be registered with the Care Quality Commission as the Registered Manager for the Project.

Your role will be to encourage clients and help them to achieve their potential for independence and participate in the life of the community. The concept of recovery underpins our philosophy and tools within Person Centred Planning are used to support this philosophy.

You will be responsible for ensuring that services are delivered to a high quality which respond to the needs of service users, and that maintain dignity, privacy and freedom of choice for each individual.

As a Project Manager you will act as a representative for Community Options liaising with external agencies, advising and assisting Senior Managers in areas which affect organisational development and strategy.

Project Managers are responsible for managing in line with relevant statutory requirements including the Care Standards Act 2000, Health and Safety, Environmental Health and Employment legislation. As well as promoting environmental issues within the project.

All Community Options staff are expected to undertake training and to develop skills and abilities which will help to improve performance. Training needs and performance objectives are assessed and reviewed through regular supervision meetings and the continuous performance management system.

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

The Job Description does not form part of the Contract.

Job Purpose

To ensure that the residential and supported housing services are managed efficiently and effectively and in accordance to the business aims and values of the organisation.

To promote a positive working and living environment for both staff and clients.

Main Functions

CLIENT CARE

- To ensure the project delivers a service to clients that provides a hopeful environment which promotes their recovery.
- To work with clients to develop a support plan
- To offer support and the option for clients develop a; crisis plan, a person centred plan and wellness recovery action plan
- To liaise with the community and statutory services, in order to facilitate the goal of encouraging greater participation and integration within the community for clients.
- To ensure clients are encouraged and supported to be involved in the running of their home.
- To co-ordinate the referral process:
 - Ensuring information on potential vacancies and the referral procedure are regularly updated and made available to the Team Manager.
 - Maintaining voids within agreed targets.
 - Carrying out assessments of people referred to the project for accommodation against an agreed set of criteria.
- To ensure appropriate and necessary record keeping systems are implemented, maintained and reviewed.

PERSONNEL

- To ensure appropriate staffing levels are maintained to ensure effective support to clients and to meet Care Quality Commission requirements. This will include arranging cover for the shifts, including use of bank/agency staff.
- To assist in the recruitment process for new staff, including revision of job descriptions and arranging induction programmes.
- To ensure that all staff receive regular supervision and performance management.
- To identify staff training needs, both individual and team, and to assist in the development and delivery of in-house training programmes where appropriate.
- To ensure that personnel record keeping systems are maintained and monitored, including staff rotas, records of sickness absences and annual leave, and other records as necessary.
- To ensure team meetings are held regularly and that staff receives regular feedback on performance.

FINANCE

- To work with the Finance & Administration Manager on setting income and expenditure budgets for the year.
- To report regularly to the Team Manager financial performance against agreed budgets, to review and monitor income and expenditure targets accordingly.
- To ensure clients meet their obligations to rent and charges.
- To ensure clients have advice and support in relation to welfare benefits.

FACILITIES MANAGEMENT

- To ensure the property and its surroundings are maintained to a high standard by;
 - Reporting repairs as needed, defective equipment, renewals/replacements, in line with Company policy;
 - Co-ordinating replacement of equipment/furniture and/or new acquisitions in line with company policy;
 - Ensuring good day-to-day standards of cleanliness and arranging regular contract cleaning where necessary, e.g. carpets, windows curtains etc.

QUALITY ASSURANCE

- To advise senior managers on implementation of quality measures within the project house and review and amend policies and practices accordingly
- To ensure that staff training and development needs in relation to quality assurance and monitoring are identified and as far as possible met.
- To support the implementation of the annual staff survey and to address targets as agreed in the action plan.
- To ensure and support the implementation of the annual service user satisfaction survey and to review performance against the agreed action plan.

PLANNING AND DEVELOPMENT

- To ensure that information and publicity material about the project house is regularly reviewed and updated.
- To advise and assist senior managers in the planning and development of the company, in particular in so far as this affects the project e.g. policy formulation and development of project and company business plans.
- To review objectives against projects plans regularly and report on performance annually.
- To work at all times in accordance with the policies, procedures and operational guidelines of the service.

The postholder will undertake any other duties that are relevant/appropriate to the post.

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

Key Outputs

Project Business Plan which will include performance targets in relation to clients, staff and the project.

Staff training and performance management

Budget performance

Project Manager PERSON SPECIFICATION

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 |
|---|------------------|------------------|
| Experience of mental health issues from either a professional and/or personal perspective | • | |
| Experience of working in a residential setting | • | |
| Management experience (incl. staff management) | • | |
| Experience of care planning, care programme approach and care management | • | |
| Skills and qualities | | |
| Ability to communicate effectively with service users, colleagues, trustees and external agencies | • | |
| Ability to write clear reports | • | |
| Ability to devise and present in-house training programmes | • | |
| Ability to work on own initiative and demonstrate the ability to organise own workload and set priorities | • | |
| Ability to use the computer to produce reports, presentations and relevant documentation | • | |
| Ability, understanding and willingness to work as part of a team | • | |
| Ability to engage with and motivate people who use mental health services | • | |
| Qualifications | | |
| Registered Manager Award or equivalent | | • |
| Understanding and knowledge | | |
| Knowledge of the recovery concept and person centred planning | | • |
| Understanding of the community care environment and legislation | | • |
| Understanding quality assurance systems and monitoring | • | |
| A respectful attitude to differences and an understanding of mainstreaming diversity and equality | • | |
| Personal attributes | | |
| Commitment to promoting good practice | • | |
| Flexibility in approach | • | |
| Car owner/ driver | | • |
| Able to do shift work , sleep-ins and on- all duty | • | |
| Willingness to learn and undertake training | • | |