



JOB PROFILE

Post Title:	Residential Manager –Learning Disabilities (Adults)
Portfolio:	Health & Social Care
Responsible to:	Head of Social Care (Operational Delivery)
Responsible for:	Senior Carers, Care Assistants
Grade:	E

Job Purpose

To improve the lives of people with learning disabilities and help the island thrive by managing a residential services for people with learning disabilities. This will involve overseeing the day-to-day operations of the team ensuring that resources are used efficiently and effectively and that the quality of care provided to service users meets required standards.

The post holder will be a strong advocate for people with complex learning needs and ensure that the residential service is delivered to high standards at all times.

Main Duties and Responsibilities

1. The Residential Manager – Learning Disabilities (Adult) will have day-to-day responsibility for ensuring a high quality service for adults with disabilities in residential care. The Residential Manager – Learning Disabilities (Adults) will also support the management of similar services for adults with learning disabilities.. For example, when the designated manager is off work.
2. Responsible for ensuring that the staff team provides appropriate care and support to the residents in a way that demonstrates a person-centred approach enabling them to live fulfilling lives. Ensuring that the interests of the residents are central to what happens in the home whilst ensuring their views are respected, and where appropriate and safe to do so, acted upon. To ensure the residents and/or their representatives have a clear voice in relation residents live their lives in accordance with their assessed needs and wishes. .
3. Responsible for ensuring that staff are managed and supported in a way that ensures residents' safety and protection, privacy, respect and dignity at all times, and to create a culture, which recognises Equal Opportunities of all.
4. To work as a part of a multi-disciplinary team and where required, assist or lead on agreed programmes or projects.
5. Responsible for ensuring that all aspects of Health & Safety are effectively managed and any problems or shortfalls addressed and accelerated to the line manager if necessary. Responsible for monitoring and responding to all reported accidents and incidents following agreed policy and procedures.
6. Responsible for responding sensitively and appropriately to complaints and concerns expressed by relatives, carers, neighbours or the local community, ensuring that all complaints



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are dealt with in accordance with SHG policy and outcomes used to influence service improvements.

7. To be ultimately responsible for ensuring all records relating to residents and their progress are accurate and updated in such a manner as to ensure a high quality end product is available at all times. To make available high quality reports as requested by the residents' families, relevant professionals within the Health & Social Care Portfolio and significant others.

8. To be responsible ultimately for implementing and maintaining outcome-led planning and to demonstrate through accurate record keeping that appropriate service user goals have been set and met.

9. To assist in the development and maintenance of a happy, stimulating and secure environment for all service users.

10. To be a key member of the Senior Leadership team for the Portfolio and where required work across other areas within the Portfolio to support the delivery of safe and appropriate services for St Helena.

11. Responsible for providing relevant documentation to the Head of Service (Operational Delivery).

12. To be part of an on-call management rota which provides support and advice to staff as required.

13. To use SHG's performance management processes to provide management, supervision, support and guidance to the team.

14. To promote a team approach so as to ensure consistency and continuity of care, and ensure that staff responsibilities are fully implemented.

15. To arrange and hold team meetings on a frequent basis in line with SHG's current policies and to ensure maximum attendance and participation.

16. To be directly responsible for training of self and the staff ensuring that staff are up to date with relevant legalisation and policy and that your team delivers high quality care to the service users at all times.

17. To participate in recruitment and selection processes, as requested by the senior management team.

18. To attend internal or external case conferences, reviews and meetings, as required.

19. Overall responsible for the medicine management of the service. .

20. To supervise the formulation of care plans and associated documents such as risk assessments, and monitor their implementation.



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21. Attend the Safeguarding Board when required to do so, and ensuring that the strategic priorities for vulnerable adults are delivered across all services in St Helena.

22. To maintain effective systems for producing accurate information and monitoring statistical data in accordance with SHG's requirements.

23. Oversee and authorise the duty rota, and provide advice, guidance and support out of hours as necessary.

24. To work with the Head of Social Care (Operational Delivery) in ensuring that resources are effectively managed and utilised e.g. petty cash, stationary, residents' pocket monies. Clothing, birthday and Christmas allowances, any vehicles designated to the service, meals, etc.

25. To ensure that all team members understand and carry out their delegated responsibilities to a consistently high standard.

Special Conditions

- To be flexible in working hours

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

Core Competency Framework

Competency	Level
Professional Development: N/A	i
Planning & Delivery of Work: <i>Plans and organizes work to meet objectives whilst achieving quality and value for money. Identify information needs and ensures delivery to plan in a timely and effective manner. Recognises good and tackles poor performance</i>	iii
Analysis and use of Information: <i>Gathers, summarises and interprets data with attention to detail. Follows guideline for identifying problems and capable of resolving day-to-day problems.</i>	ii
Decision Making: <i>Solves problems that have significant short-term implications for the directorate and assesses the impact of decisions made. Decisions are formed based on trends, patterns and causes rather than just symptoms and is evidence based and made in compliance with policy guidelines.</i>	iii



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Working with Others: <i>Builds good working relationships and engages effectively with others to develop appropriate solutions/improvements.</i>	ii
Communication: <i>Ensure important messages are understood and written communications are well structured and have clear meaning. Presents information that have a positive impact on others and engages with them to understand their needs.</i>	iii
Influencing and Persuading: <i>Encourages, provides and is receptive to constructive feedback to improve performance of self and team. Remains constructive when disagreeing or challenging and ensures alternative approaches to work are effective in meeting the organisation and individual needs.</i>	iii
Dealing with Change: <i>Supports colleagues through periods of change by promoting goals or new initiatives, and new ways of doing things. Is responsive to constructive feedback and addresses obstacles to change.</i>	iii
Continuous Improvement: <i>Sets SMART objectives for team and evaluates them and where necessary motivates team members to improve and develop their performance.</i>	iii
Managing Resources: <i>Ensures team members understand key issues affecting their work and their role within SHG and tackles poor performance promptly.</i>	iii



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
NVQ Level 3 in Health and/or Social Care	E	√	√
Drivers Licence Class A	E	√	√
Knowledge & Experience:			
Considerable experience of working in a senior role within Learning Disability Services	E	√	√
Experience of supervising a group of staff and overseeing the day-to-day running of a residential service	E	√	√
Skills and Abilities:			
Ability to competently handle confidential/sensitive personal information in an appropriate and secure manner	E		√
Intermediate statistical analysis	E		√
Analysis of Information (Intermediate level)	E		√
Good IT skills at intermediate level including Microsoft Word, Excel and PowerPoint	E	√	√
Good written and verbal communication and interpersonal skills to communicate with all types of people including colleagues and service users of all ages	E		√
Ability to communicate goals and direction in a clear leadership style	E		√
Ability to empathise, engage with and form relationships with people of all ages in sensitive situations including those with emotional and behavioural difficulties	E		√
Good interviewing and negotiating skills when offering advice to service users	E		√
Ability to prepare and present information accurately and in a clear and concise manner and to provide credible advice and guidance	E		√
Strong leadership ability and "hands on" management skills.	E		√
Basic financial management skills	E		√
Other:			
Willingness to work flexibly – some evening work may be required.			



PERSON SPECIFICATION

Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.			
Contribute to a positive working environment ensuring commitment to equality and diversity.			

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

Add in here a Professional or Career Progression Cadre competency framework or reference an Appendix A and append details.