

# JOB DESCRIPTION

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<b>Job Title:</b>	Project Manager
<b>Location:</b>	Willowbrook Supported Living Service, Coleraine, BT52 1ET
<b>Council:</b>	Social Witness
<b>Salary Scale:</b>	£53,000 - £56,000 per annum pro rata
<b>Hours:</b>	20-30 hours per week (depending on successful candidates preference) worked flexibly, including evening and weekend working
<b>Responsible to:</b>	Regional Care Manager

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## MAIN FUNCTION OF JOB

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The Project Manager leads a team which provides the best possible care and support for people living within a supported housing service. The postholder will deliver an outstanding service which enables people to stay healthy, be safe, and live well. They will lead and develop high-quality regulated support services for individuals with learning disabilities and other support needs.

The Project Manager will ensure that the people supported by the service have their tenancy rights protected, are supported to achieve their life potential, and are included in making decisions about their lives at every available opportunity no matter their level of disability. The postholder will work within relevant legislation, operational budgets, standards, regionals guidance and organisational policies and procedures. They will contribute to the Christian ministry and mission of the Presbyterian Church in Ireland (PCI) through the delivery of the duties outlined.

In summary, the postholder will act as an outstanding role model, leader, and manager of the Willow Brook team, ensuring that:

- The team excels in quality improvement, safeguarding, health and safety, and resource and financial management.
- Willow Brook is characterised by a high performing team that reflects the Council for Social Witness's values and supports our Mission Statement "People Matter to God".
- Willow Brook is a harmonious, open, and positive environment, where people are receiving excellent support and care and where the staff team is empowered.
- The staff culture is one that promotes equity and champions inclusion where everyone can contribute, feel recognised and be valued.

In carrying out the following duties the Project Manager will adhere to core values based on the principles of privacy, dignity, independence, fulfilment, rights and responsibilities of tenants.

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## **BACKGROUND INFORMATION**

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Willowbrook is a Supported Living service which currently offers support and care for 9 individuals who have disabilities.

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## **RESPONSIBILITIES AND DUTIES**

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### **LEADERSHIP AND MANAGEMENT**

1. Lead by example, working alongside your team delivering support and demonstrating best practice
2. Develop the staff team through effective mentoring, coaching and training
3. Attend internal and external learning events and develop relevant knowledge, techniques, and skills.
4. Ensure your team understand the role of key working and use this model to deliver good outcomes for people.
5. Participate in the internal audit process and the development and implementation of new and improved policies and procedures.
6. Liaise and ensure compliance with relevant legislation, regulations, standards, regional guidance and internal policies and procedures.
7. Comply with statutory and contractual reporting requirements for the Regulation, Quality and Improvement Authority and commissioning bodies.
8. Promote good working relationships with relevant personnel within the Council for Social Witness, statutory and voluntary sectors.
9. Provide on-call cover when necessary
10. Ensure compliance with legislation and procedures relevant to handling personal information and data.
11. Attend management related training, meetings and seminars to develop new learning and improve the service delivery.
12. Provide an advisory and support role for the management of any additional other future Council for Social Witness supported living accommodation projects for people with a learning disability.
13. Ensure that the Policies and Procedures of Council for Social Witness are adhered to.

## **ADMINISTRATION**

1. Liaise with Choice Housing regarding maintenance and tenancy issues as required.
2. Be responsible for implementing quality assurance standards, including monitoring and evaluation of the service offered.
3. Liaise with relevant Government bodies in relation to tenants' personal benefits and Housing Benefit / Supporting People monies.
4. Ensure Health and Safety regulations are adhered to.
5. Ensure all support documents and records are accurate and kept up to date; to use information from digital and paper records to identify gaps, trends and issues and use this to make improvements.

## **TENANTS**

1. Ensure effective person-centred planning and support is delivered which identifies aspirations and ensures plans support development of potential and maintaining existing skills.
2. Ensure people supported are included at all times and families, friends, advocates and external organisations are appropriately involved so those supported progress and achieve positive outcomes that can be evidenced.
3. Seek regular feedback from people and their families and advocates about their level of happiness and satisfaction including in areas about their home and their support, and you demonstrate effective learning from feedback.
4. Encourage positive relationships within the group of people supported by the service, support people with their emotional needs as appropriate, advocate on behalf of people as required and encourage self-advocacy skills,
5. Make sure tenants receive appropriate assessment, training and encouragement to develop skills and attitudes, which will allow them to achieve maximum independence.
6. Work to ensure that tenants and staff are fully prepared for the arrival of new tenants to be supported by the service.
7. To ensure Quality Audits are undertaken.
8. To ensure that all Tenants have up-to-date Risk Assessments and are safeguarded appropriately, ensuring positive risk taking is facilitated.

## **STAFF**

1. Participate in the recruitment and selection of staff.
2. Be responsible for supervision and management of all staff including the appropriate implementation of the Disciplinary Procedure / Sickness Absence Procedure and undertaking staff supervisions and appraisals.

3. Prepare staff rotas and carry out other administrative duties i.e., staff time sheets, maintenance of records and preparation of reports as necessary etc.
4. Ensure that all staff adhere to the Christian ethos of Council for Social witness (e.g., in terms of conduct including language).
5. Organise and lead regular staff meetings.
6. Identify and meet the training needs for all levels of staff, in conjunction with CSW's Training Manager: provide learning and development appropriate to enable staff to strengthen and develop their skills and knowledge.
7. Make sure staff are registered with NISCC (or other relevant professional body) and that NISCC Standards of Conduct and Practice are both promoted and met.
8. Induct and train people for their role, ensuring people gain and maintain the right skills and knowledge to understand the choices, preferences, and needs of those they support to enable them to deliver consistent and safe support.
9. Manage staff performance through probation, supervision/ appraisal and performance improvement processes.

## **FINANCIAL MANAGEMENT**

1. Ensure the finances of people supported are protected and well managed (where relevant), ensuring personal finances are used effectively to achieve lifestyle and cultural ambitions; with personal budgets used to deliver choice, control, and positive outcomes for people.
2. Ensure the service operates within the budget set by CSW with timely and accurate returns for salaries, absence, leave, petty cash, invoicing etc.
3. Identify areas of budget overspends and take remedial action when necessary.
4. Keep agency costs to a minimum by ensuring that staff deployment reflects tenants' identified needs and the service staffing model.
5. Make sure the team members have an understanding of financial matters appropriate to their role.
6. Ensure staffing rotas reflect the service budget and are adjusted when needs change.
7. Ensure adequate supplies of household items/cleaning materials/stationery etc are available.

## **RESOURCE MANAGEMENT**

1. Ensure staff utilisation reflects and does not exceed contracted support and care hours.
2. Manage the annual leave for the team effectively, so staff are rested and people supported do not rely on temporary or agency staff.
3. Complete all relevant financial and staff related recording systems.
4. Manage referrals and assessments efficiently as part of effective resource management.
5. Record and report property maintenance and complaints to landlord and undertake appropriate follow up.

6. Oversee effective data protection and ensure compliance with data protection and contractual requirements.

### **CHRISTIAN ETHOS**

1. Ensure that the Project's Christian ethos is fully implemented and upheld.
2. Make sure that the spiritual, emotional and physical needs of tenants are met.
3. Facilitate community involvement particularly with local churches.
4. Represent the Project to church and other community groups.

### **GENERAL**

1. Undertake any other relevant duties as required.
2. Provide, as required, reports and updates on all activities, to the Council Secretary
3. Engage effectively in supervision
4. Undertake such training as may be required for the efficient performance of the above duties
5. Contribute to the overall organisational effectiveness and to perform any other duties as deemed appropriate by the Clerk in line with the requirements of the General Assembly.

**This job description is not intended to be either definitive or restrictive and can be changed or augmented at any time to meet changing needs.**