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| POST TITLE | REGISTERED MANAGER |
| DIRECTORATE | PLACE |
| SERVICE | HOUSING AND HOMELESSNESS |
| RESPONSIBLE TO | SERVICE MANAGER – TEMPORARY ACCOMMODATION |
| NUMBER OF POST HOLDERS | 2 |
| ACTING UP/SECONDMENT | N/A |

PURPOSE OF JOB

Lead and manage a regulated housing support services registered with the Scottish Commission for the Regulation of Care and to maintain compliance with the National Care Standards and Scottish Social Services Council (SSSC) Codes of Practice. The Registered Manager will have full legal responsibility as specified in the Regulation of Care (Scotland) 2001 Act and Adults with Incapacity Act as the registered Fit Manager care at home service for vulnerable adults.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Ensure delivery of a safe, cost-effective housing support service delivered to the highest professional standards to ensure best customer care and positive inspection results.
- Responsibility for the management, maintenance, and security of two hostels or units of supported emergency accommodation for people who are homeless, which may include 16-45 rooms and communal areas.
- Ensure the professional operational running of visiting housing support services across the City providing professional advice where required
- Provide professional leadership and management to staff working within locality based visiting housing support services and/or within a hostel / unit environment.
- Fully responsible for the management, development, and performance of housing support across the service
- Ensure the quality of work meets all areas of National Care Standards and SSSC Codes of Practice.
- Maintain an in-depth knowledge and sound interpretation of new legislation that will impact on the service (e.g./ Housing, Homelessness, Care Inspectorate and SSSC).
- Develop relevant guidance, policies, and procedures to ensure staff are updated and ensure appropriate processes and procedures are developed and put into place to meet the change.
- Use a range of performance reports, analyze statistics to formulate a detailed understanding of service performance and produce action plans to improve service performance.
- Change, develop and integrate housing support services with other services to prevent homelessness and reduce the length of time people are homeless.
- Provide advice, support and assistance to the Service Manager.
- Contribute to projects that have financial implications by interacting with stakeholders.

THE HOW – KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Must be responsive and flexible, for the service to meet the diverse needs of clients who use the service.
- Ensure the service is coordinated effectively within resources available.
- Maintain a breadth and depth of knowledge and awareness of the legislation and appropriate procedures for implementing the Protection of Vulnerable Adults and Child Protection.
- Maintain and record evidence of own and staff's continuous development.

- Must have creative problem-solving skills, and ability to manage projects using their initiative and innovation to look for solutions that will be appropriate for each individual and service development.
- The Registered Manager must have or have the ability to achieve **SVQ Social Services and Healthcare SCQF Level 9 AND SVQ Care Services Leadership and Management SCQF Level 10.**
- Awareness of policies and legislation relating to the operation of Houses in Multiple Occupation.
- Extensive experience of managing and supervising employees, particularly within a regulated setting.
- Working knowledge of local service plans and objectives.
- Must meet the health requirements for the post and registration requirements and undergo a successful Enhanced Disclosure for Protection of Vulnerable Groups.
- Have regular contact and work in partnership with a range of key partners and stakeholders.
- Frequent contact with Elected Members and other professionals.
- Establish effective and appropriate regular contact with service users and appropriate stakeholders/ property inspectors/ contractors/licensing officers.
- Regular contact and positive relationships with Care Inspectorate/SSSC.
- Identify and review policy, practice and procedure and implement changes in line with corporate strategies and legislative changes.
- Decide on appropriate outcomes following risk assessments and take responsibility for consequent actions including possible short-term withdrawal or increase in service or accommodation to clients.
- Lead officer in the service for cases involving Child Protection, GIRFEC and Vulnerable Adults. It is their decision to progress any case through Pan-Lothian protocols according to the presenting needs.
- Manage the continual development of the service in line with relevant current legislation and will ensure that staff working at all levels receive appropriate management.
- Develop existing operational policies and procedures for the service to meet changing service criteria, National strategies, and Council strategies.
- Initiate Case Management process (where appropriate) and use influencing skills to ensure that statutory duties are undertaken by appropriate agencies.
- Make sound decisions on policy and practice which will have an influence on the inspection of the service.
- Risk Management of service provision to clients.
- Contribute to ongoing contract management.
- Make decisions on complaint resolution on a regular basis and take appropriate action to rectify to customer satisfaction.
- Undertake complex statutory case reviews, ensuring review findings are in line with the relevant legislation.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Work on their own initiative daily with minimum supervision, whilst ensuring high levels of effective communication between Locality teams and across all staff and management groups.
- Manage several work-streams and ability to adapt to the demands of re-prioritising work at short notice.
- Adhere to the timescales of reporting and inspection cycles whereby deadlines must be made.
- Manage the service through periods of resource conflict, such as absence of staff, to ensure the service is still maintained and delivered to the usual high standards to the clients.
- Responsible for the professional conduct of staff and for ensuring that they undergo the necessary PVG checks, qualifications, and registration appropriate to the role.
- Ability to take appropriate decisions in emergency situations (i.e. evacuation of hostel, first aid provision).
- Will be exposed to clients who have challenging behaviors (e.g. aggressions, verbal abuse) and may be required to visit clients at home where challenging environmental work conditions are experienced, which may require a risk assessment to be carried out. Approximately 5% of time.
- Able to make decisions in crisis / distressing situations.
- Communicate with a range of customers and staff who may be anxious or distressed.
- Assessment of risk when carrying out home visits to clients, to ensure appropriate control measures are in place and act accordingly to protect staff and others who enter the client's home.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- Recruit, lead and manage a dispersed staff group of approximately 40 ranging from grade 4 to grade 7. Ensure all staff have the appropriate qualifications to meet the requirements of the SSSC, where appropriate.

RESOURCES

- Management and monitoring of budgets ensure spending is in line with budget, and responsibility for the cost-effective use of resources.
- Identify appropriate budgets to order repairs, furnishings, appropriate equipment, and clothing to ensure the health and safety of staff and clients.
- Audit and manage the safe keeping of money for clients from Social Work, DWP and external grants.
- Responsible for the management of the hostel/unit which will mean carrying out property management functions including responsibility for health and safety.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the Council Health and Safety Policy.