



**LONDON BOROUGH OF MERTON**  
**COMMUNITY AND HOUSING DEPARTMENT**  
**JOB DESCRIPTION**

**Post Title: Independent Living Manager**

**Grade: MGA**

**Division/Section: Direct Provision**

**Location: Civic Centre**

**Responsible to: Head of Direct Provision**

**Responsible for 64 staff: Supported Living Teams based at seven sites across the borough (27 staff), Mascot based at the Civic Centre (27 staff), Glebelands residential extra care service based in Mitcham (10 staff)**

**Post number:**

**Date: September 2017**

## **BUSINESS ENVIRONMENT**

Merton Supported Living Service has seven independent living sites across the borough. Mascot Telecare service is based at the Civic Centre and provides call monitoring and mobile response to around 1,300 individual customers, as well as contracts with housing associations and partnership work with the London Fire Brigade and Metropolitan Police. Mascot also plays a key role in LB Merton's out of hour's service. Glebelands is a unique extra care home providing 24/7 residential support and care.

**The post holder will be responsible for the effective management of 64 members of staff and a current budget of £2,045,250.** All services are provided on a 24/7 basis and the manager is part of a senior manager on-call rota. The post holder is required to be the CQC Registered Manager for the service, maximizing opportunities for integrated and partnership working with other provider agencies, the NHS and the voluntary sector.

## **MAIN PURPOSE**

- To lead on the development of person centred support within Direct Provision, including independent living services and MASCOT, working in conjunction with varied partners in the NHS and voluntary sectors.
- To lead, manage and develop independent living services for adults that promote health, wellbeing and choice in line with the Putting People First agenda, ensuring that optimum use is being made of modernised approaches including partnerships, IT and assistive technologies to provide value for money and secure cashable efficiency savings across services.
- To have responsibility for the effective management of diverse teams to support the needs of vulnerable older people and adults with disabilities in the community, ensuring effective safeguarding processes are followed.
- To have responsibility for the allocation of resources to services, within the overall allocated budget and in line with the divisional business plan.

## **2. MAIN DUTIES AND RESPONSIBILITIES**

**2.1** To lead on the development of independent living services in Direct Provision, including working where appropriate in conjunction with health and voluntary sector partners. Areas will include: resource allocation, support planning, authorisation and validation, and review processes. These will change and develop over time as the implementation of independent living progresses.

**2.2** To lead, manage and develop individual personalised services for adults in line with putting people first agenda ensuring optimum use is being made of modernised approaches, including partnership, IT and assisted technology, to provide value for money.

**2.3** Prepare Business Cases, service plans and reports on services when seeking changes to services and the development of new opportunities.

**2.4** To lead in ensuring good quality person centred service delivery to all customers across the services, provided effectively within the resources available. This includes prompt responses to any complaints. Be responsible for promoting best practice standards across the services and ensure LB Merton meets its performance targets.

**2.5** To be responsible for the agreed budgets of the combined services, ensuring that there are no unauthorised overspends. To take the necessary and appropriate actions to remedy any budgetary control matters.

**2.6** Provide effective and supportive line management to a diverse group of staff, ensuring that Merton's policies and procedures are implemented fairly and consistently in all areas. Be responsible for managing sickness absence, and investigating complaints and grievances in a fair and timely way. Lead on formal supervision and appraisals for the teams.

**2.7** Manage staff learning and development including the sharing of best practice and encouraging interactive team meetings as a basis for learning and review of service delivery. Use supervision and appraisals to reinforce and develop this learning. Seek efficiencies and synergies between the staff groups to encourage opportunities and a consistent service.

**2.8** Ensure that service standards for Telecare (currently TSA) are upheld and the service is monitored to ensure that the correct response is provided to Mascot customers.

**2.9** Take responsibility for the production of performance metrics across the services, analyse and act on the information provided by the business and be able to explain and interpret the metrics for a wider audience.

**2.10** Lead on the development and implementation of strategies, policies and procedures that support and drive improvement of services and promote health and well-being.

**2.11** Develop and maintain close working relationship with health and other stake holders to deliver integrated models of service delivery.

**2.12** To ensure that effective risk management arrangements are in place to minimise the Council's exposure to risk and uncertainty.

**2.13** To ensure that plans are developed to drive forward continuing improvement so that teams meet national and local targets and deliver maximum performance. To ensure that the service is meeting required performance standards, including ensuring that management/customer information is accurate and up to date.

**2.14** Act as the CQC Registered Manager for the Supported Living Service and follow all associated protocols and responsibilities, including reporting, and being the lead officer during inspections.

**2.15** Seek potential business and development opportunities (particularly with regards to Telecare) and maintain and develop current contracts with external partners. This will include conducting commercial negotiations with existing and potential customers and producing coherent and realistic business cases.

**2.16** Maintain and develop positive relations with Merton Council colleague teams both in Community & Housing and across the Council, ensuring good management of social care customers and the effective delivery of Corporate out of hours responses. Liaise effectively with colleagues in Facilities to ensure IT and telephony are well maintained.

**2.17** Represent Merton Council and Direct Provision at a range of meetings and events inside and outside of the Council. Make presentations on independent living services to customers, carers, Voluntary Sector groups, agencies such as the Police and Fire Brigade and commercial enterprises.

**2.18** Be the lead for the service in handling complaints and concerns, ensuring that corporate guidelines and timescales are adhered to. Promote a positive and responsive attitude to customer service.

**2.19** To lead in the recruitment of staff and ensure that all new and casual staff have a proper induction.

**2.20** Take lead responsibility for keeping abreast of development in your area of expertise and ensure staff are conversant with legislation, regulations and guidance on policy and procedures relevant to the work of the service.

**2.21** Act as the lead in all Safeguarding matters across the services, including carrying out investigations where required.

**2.22** To lead positively in matters of equality and diversity and ensure it is promoted within professional practice.

**2.23** As part of the senior management team, support peer managers and services, and deputise for the Head of Service as required.

**2.24** To represent the department at external or internal meetings as required.

**2.25** Comply with all legislative requirements, including data protection, freedom of information, health and safety and the Council's equal opportunities and diversity policies.

**2.26** Provide information for internal and external audits, and initiate audits and other review mechanisms to reconcile and ensure robustness and quality of both service areas.

**2.27** Represent the division and department by establishing and participating in internal and external networks and groups.

**2.28** Be aware and understand the Council's Equal Opportunities Policy and ensure that at all times the duties of the post are carried out in accordance with the policy.

**2.29** Ensure the Corporate and Departmental Health and Safety Policies are implemented at all times and to raise any concerns regarding their operation, or any health and safety matter with the appropriate senior manager.

**2.30** Ensure that within the scope of the job purpose, the Council's aims in relation to customer service are achieved.

**2.31** Undertake such duties as may be required by, or on behalf of the department provided they fall within the range and scope of the duties of the post as set out in the preceding paragraphs and are commensurate with the grade of the post.

**LONDON BOROUGH OF MERTON**  
**COMMUNITY AND HOUSING DEPARTMENT**  
**PERSON SPECIFICATION**

**POST TITLE: Independent Living Manager**

**Grade: MGA**

**Date: September 2017**

### **Knowledge**

- A detailed understanding of the principles, practices and delivery of care planning.
- A profound understanding of delivering person centred care for customers with disabilities, including knowledge of external partners especially in health.
- Substantial knowledge of and experience in supporting the well being and development of people with disabilities and/or other vulnerable groups.
- Substantial knowledge of national public sector health and social care issues and challenges
- Profound understanding of the statutory drivers and responsibilities of Independent Living services.
- A clear understanding of the principles of value for money.
- An understanding of the importance of learning and development in service delivery.
- An in-depth understanding of the relevant legislation in respect of Learning Disability and Adult Services including the Care Act 2014.
- An understanding of the analysis and use of metrics to improve services.
- A substantial working knowledge of Health and Safety and Facilities management.
- A professional social care, nursing or allied health professional qualification is desirable. Must show relevant demonstrable current experience and substantial knowledge of current and future legislation and key practice issues.

### **Experience**

- Substantial experience working in local authority, voluntary or health-related setting, including significant experience at managerial level.
- Experience of achievement in specific areas, including:
  - Working in a customer facing organisation
  - Working with partner organisations in the NHS and voluntary sectors at a senior level
  - Delivering person centred care planning.

- Provision of Advice and Information, including working with voluntary sector providers
- Safeguarding and Deprivation of Liberty.
- successful negotiation of contracts for improved outcomes
- using/sharing data and evidence to support sound decision making
- demonstrable competence in leading and managing complex projects
- service development and managing change
- Substantial management experience of a range of professional staff in diverse services and remote locations.
- Current working knowledge of the practical application of assistive technologies.
- Substantial experience of the control and monitoring of large budgets, including ability to deliver greater efficiency.
- Advising, influencing and persuading senior management on major strategic issues relating to the post.

## **Skills**

Must demonstrate evidence of:

- Strong successful leadership, with the ability to lead, manage, mentor and motivate staff across a range of remote locations.
- Ability to work successfully across professional organisations and with a multitude of stakeholders, including well developed negotiating, facilitating and influencing skills.
- Strong customer care and quality focus.
- An ability to lead public meetings.
- Excellent verbal communication skills including briefing senior managers.
- Excellent written communication skills as demonstrated in production of major policy briefs or reports aimed at senior audiences; to include the ability to translate complex information into formats that support decision-making by operational managers.
- Strong numeracy skills, and the ability to interpret statistical data.
- Self motivated, proactive and innovative.
- A demonstrable commitment to undertaking training and qualifications to meet skill and knowledge gaps.
- A demonstrable commitment to the Council's vision, aims and core values.