

## Job Description

**JOB TITLE: Area Manager Supported Living**

**RESPONSIBLE TO: Head of Operations**

**LOCATION: Hybrid – working from home with 2 days per week on site**

**CONTRACT: Full-time**

**HOURS: 30 hrs per week (exact working pattern flexible)**

**SALARY: £43,000 rising to £45,000 after completion of a successful probationary period (includes LWA)**

**REVISION DATE: 25 February 2025**

## BACKGROUND:

Servol Community Services is an established charity which provides high quality accommodation and support for adults living with enduring mental health conditions and complex needs. Our purpose is to help people on their journey to mental wellness, purpose, and independence.

Supported housing provides crucial help to some of the most vulnerable people in our country. It can have an enormous positive impact on an individual’s quality of life: from their physical and mental health to their engagement with the community.

As an organisation we are continually improving encouraging our teams to succeed and always looking for new ways we can help those we support to reach their goals. Our approach is collaborative, with individuals reassured they are a genuine partner in their own care and recovery.

Servol recognises the importance of lived experience when working with service users with complex needs and welcome applications from individuals who have first-hand experience of mental ill health.

1. **ORGANISATIONAL VALUES:**

At the heart of everything Servol does are our core values:

* Caring
* Respectful
* Continuously improving
* Welcoming

1. **JOB PURPOSE:**

We are looking for an experienced Area Manager to direct the operational care standard and continuous improvement of our services in Wandsworth & Richmond and Sutton.

Leading our specialist supported living service and managing a small team of four direct line reports our Area Manager will need to be able to evidence a strong background in achieving compliance for supported living services.

You will inspire your team to create a culture of excellent customer service and will work closely with your team to ensure that the service delivers on all targets, both financial and those around the quality of the service.

Working with our Housing Administration Manager you will ensure that accurate, high-quality reports are produced to meet internal and external compliance requirements.

This role will include some evenings, weekends and bank holidays as required.

1. **RESPONSIBILITIES:**

What you’ll do:

1. Lead, manage, your team to deliver outstanding care services. Setting and encouraging high standards of performance and demonstrating a commitment to good practice and continual improvement in all areas of the organisation’s operations.
2. Inspire your team to create a culture of excellent customer service. Ensuring they foster positive relationships with service users, their families, and other stakeholders.
3. Work with your team to ensure that all reporting is completed in a timely manner. Monitoring and improving service quality through regular audits and performance reviews.
4. Ensure adherence to all policy and contractual requirements for the management of risk including safeguarding, incidents, and complaints handling.
5. Proactively participate in policy development and service delivery improvements. Working with the Head of Operations develop and implement strategic plans to enhance service delivery and achieve business objectives.
6. Grow local partnerships and networks to enhance service delivery and raise the Servol profile.
7. Work with the Head of Operations to identify local funding opportunities, developing bids to enhance business development and growth.
8. Ensure all relevant statutory, regulatory, and professional standards are met in relation to policies, processes, and procedures, particularly in respect of governance and employment legislation and IT functions.
9. Participate in the delivery of awareness sessions on a range of topics for all staff.
10. Work flexibly across the services and deliver an out of hours on-call service. Ability to travel as our Head Office is West Midlands based.
11. Carry out other tasks as relevant to the service and directed by the Regional Operations Manager.

**5 - Person specification** (knowledge, experience, skills, and attributes needed for the Job)

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| **Level of Expertise** | Details | **Essential/Desirable** |
| **Qualifications** | * Level 5 qualification (NVQ/Cache/HNC or equivalent) in a relevant subject e.g. business administration, governance, sociology. | E |
|  | * Qualification in Line Management or demonstrable experience | E |
|  | * Level 3 qualification in Safeguarding Adults (or prepared to work towards) | E |
| **Experience** | * Extensive experience of leading supported living services | E |
|  | * Experience of monitoring and analysing data for complex services. With the ability to deliver high quality reporting with solution-based outcomes. | E |
|  | * Experience of working with people with severe mental illness where the diagnosis is complex and may present behaviour that can challenge | E |
|  | * Managing HR related issues such as investigations/hearings and recruitment | E |
|  | * Operating with an external audience, engaging and influencing a variety of stakeholders. | E |
| **Skills** | * People management and performance, including developing staff and teams | E |
|  | * Strong interpersonal and relationship building skills | E |
|  | * Use of Microsoft Office 365 and bespoke data management systems | E |
|  | * Applications of policies and procedures | E |
|  | * Problem resolution and solution focused with ability to prioritise | E |
| **Knowledge** | * Understanding of quality assurance | E |
|  | * Understanding of person centred and outcome focused practice; safeguarding and risk management. | E |
|  | * Understanding of housing legislation and practice | E |
|  | * Understanding of financial management and budget setting | E |
| **Ability** | * To be accountable taking ownership of duties, showing resilience and initiative, able to work unsupervised under pressure | E |
|  | * Communication and written skills | E |
|  | * Work in a flexible manner – out of hours, travel and overnight stay to services across the country as required. | E |
|  | * Able to make recommendations based on sound rationale and evidence | E |
|  | * Able to represent the company externally with key stakeholders | E |
|  | * A commitment to promoting and protecting equality of opportunity and celebrating diversity | E |

**Section 6 – Additional Information and Requirements**

* Able to demonstrate a values-driven approach that matches Servol’s organisational values.
* Proactive and self-motivated, able to manage a demanding workload balancing the physical and mental demands of the role.
* Able to travel, and willing to work outside of core hours when needed as our services are operational 24 hours a day 365 days a year.
* Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.
* Equality, diversity, and inclusion. Ensure all duties are carried out in a manner which promotes Servol’s equality, diversity, and inclusion policies.
* Health & safety, promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
* Safeguarding. Servol are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. DBS checks will be required.
* Digital skills. Competently utilise technology to perform the role.

*This job description serves to illustrate the type and scope of what is required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job, or the level of responsibility entailed.*