JOB DESCRIPTION	High Support Manager

1. Post Details

Post Title:	High Support Manager
Location:	Royal Borough of Greenwich
Salary Scale/Grade:	(Available upon request)
Line Manager:	Service Operations Manager
Responsible For:	Deputy Manager, flexible Support Workers Waking Night Staff and Bank staff

2. Job Summary

2.1 The High Support Services Manager will be responsible for running the High Support Services and delivery of a first-class service in line with Bridge Support's service offer. The post holder will work as a member of the Senior Management Team working closely with other Service Operational Manager, the Executive Team, Commissioners and External Strategic and Clinical Partners to:

- Identify referral processes as identified by the Royal Borough pathway.
- Adapt and develop the service for a changing client group and keep fluidity within the development process;
- Deliver direction and guidance to all staff with regard to service offer to ensure that best practice methods and policies are developed and delivered;
- Ensure the smooth running of day-to-day operations with responsibility for reporting on key performance indicators for the High, Medium and low Services.
- Develop and maintain communication on the changes and development with multi-disciplinary teams and external partners.

2.2 This role will continue to evolve with the growth of Bridge Support. From time to time the job description will be reviewed and amended, to reflect changes in demand.

3. Main Relationships

3.1 To develop and sustain positive relationships and with Clients and working relationships with the Senior Management Team including other Operational

Managers, the Executive Team, Commissioners, and External Strategic and Clinical Partners.

4. Main Duties

4.1 Work with the CEO, COO, Operations Director and Service Operations Manager in maintaining the high standards connected with strategic planning and development, supervision, delivery and administration of the service;
4.2 Lead on assessment and support plan delivery in line with the Care Programme Approach;
4.3 Promote and develop good practice and best value for the service through leadership and act as a positive role model in relation to personal and professional conduct.
4.4 Develop and maintain links with external agencies in order to ensure effective service for all.
4.5 Develop and manage all aspects of these services within Bridge Support's good practice policies and guidelines.
4.6 Manage data collection by staff re. Outcomes and Recovery STAR, report writing, policies, planning, budget management as part of the Senior Management Team;
4.7 Communicate Crisis and Service issues with the CEO, COO, Operations Director and Service Operations Manager as and soon they arise.
4.8 Attend weekly Supported Accommodation Pathway(SAP)
4.9 Flexibility in working hours required in a High, Medium and Low, 7 days a week service.

5. Staff Management & Supervision

5.1 Lead, supervise and support a team; ensuring the project is run to the standards of professional practice established and prescribed by the CEO supported by the Board of Trustees;
5.2 Actively support the recruitment, induction, and development of staff;
5.3 Through regular supervision of staff, ensure the environment provided is one which enables Clients to feel relaxed and their individual rights and qualities are respected in an honest and non-judgmental manner, along with a right to privacy;
5.4 Maintain and develop regular staff meetings, ensuring consultation takes place in matters affecting the High, Medium and Low Services;
5.5 Ensure priority is given to rehabilitation and move on of all Clients throughout the High, Medium and Low Services.
5.6 Identify and plan staff training needs.
5.7 Receive regular supervision from the Service Operation Manager ;
5.8 Ensure effective communication exists both within the area and with other disciplines;

5.9 Ensure a staff rota appropriately covers the High, Medium and Low Services across 7 days a week at all times, ensuring face-to-face handovers take place and that information is communicated between staff, and between staff and Clients;

5.10 Ensure staff are appropriately qualified and standards of professionalism is maintained and standards of care.

6. Clients / Complex Needs Client Group

6.1 Understand the complex needs assessment and diagnosis of High, Medium, and Low client group

6.2 Undertake clients assessment and lead on the process with clients moving into Bridge Services

6.3 Understand medication management and interactions with illicit drugs and alcohol.

6.4 Understand the joint working between specialist agencies and resources working with mentally disordered offenders.

6.5 Promote a philosophy of care and standards which foster and protect the independence, dignity and well-being of Clients;

6.6 Introduce and develop professional methods which encourage Clients' participation in the running of the service;

6.7 Lead in the selection of Clients and the assessment of individuals suitable for the project;

6.8 Ensure delivery and development of good practice and care for all Clients;

6.9 Responsible for setting up systems, to monitor and review support plans ensuring continued high standard of support delivered;

6.10 Be responsible for ensuring clients have a detailed support plan and receive the service in line with the plan;

6.11 Maximise the independence of individual Clients along with their Keyworkers within their abilities and wishes;

6.12 Develop and maintain a welcoming service for all Clients , friends, family and carers etc., to the High, Medium and Low Services;

6.13 Ensure Clients rights are respected and to allow them to take appropriate risks;

6.14 Ensure consultation process remains that all of the Clients, family and carers can have a voice in the quality of service provided;

6.15 Ensure Clients are aware of and make use of Suggestions and Complaints Procedure and to develop this process;

6.16 Ensure confidentiality of Clients information is respected at all times;

6.17 Ensure Client participation in the management of the Service is facilitated and that consultation takes place prior to any major changes affecting the Service;

6.18 Ensure supervision recording, safe storage of medicines and Client valuables held on premises are in accordance with Bridge Support policies.

6.19 Ensure high standards of practice are met by yourself and staff within legal, ethical and professional parameters and open this to scrutiny from funders, Board of Trustees and others.

6.20 Develop pathways for Clients to move on from High, Medium and Low Services;

6.21 Responsible for introducing new referrals to the High, Medium and Low Services;
6.22 Responsible for successful integration of new Clients into the High, Medium and Low Services.

7. Service Delivery

7.1 Ensure regular service meetings occur to provide feedback from staff and Clients using a consultative support approach;
7.2 Represent the interests of the service within relevant local, Greenwich wide and other organisations;
7.3 Attend meetings off site in consultation where necessary;
7.4 Develop and maintain links within the community in order to utilise resources, and ensure the service provided is seen to meet the needs of the people in the community;
7.5 Ensure best practice methods and policies are followed regarding the Management of violence, self-harm, sex-offending, drugs and alcohol and criminality.
7.6 Ensure staff members and Client work with a relapse prevention plan;
7.7 Ensure Clients have an availability of choice and a voice to influence strategic planning and future developments of Bridge Support;
7.8 Make sure all relevant risk assessments are carried out and maintained.

8. Administration & Finance

8.1 Responsible for ensuring implementation of Health and Safety Policies regarding Clients, visitors and staff are maintained at all times; reporting any irregularities to the CEO, Head of Operations and Regional Manager and appropriate authorities;
8.2 Implement Bridge Support Fire Regulations and Procedures - reporting any irregularities to appropriate authorities
8.3 Prepare reports for the CEO, Board of Trustees, Head of Operations, Regional Manager and all outside Commissioners as requested;
8.4 Responsible for complying with High, Medium and Low Services budget;
8.5 Ensure financial systems and procedures are complied with;
8.6 Ensure, where appropriate, service charges are collected on a regular basis and accounted for;
8.7 Ensure current information regarding individual Clients' financial situations and entitlements are available to the support team and Client;
8.8 Undertake any activities at an appropriate level which may be requested by the Regional Manager, Head of Operations and CEO;
8.9 Keep up to date with benefits and entitlements to Clients;
8.10 Liaise with Essex Guardians and outside agencies where appropriate regarding Client finances.

9. Duties required of all Management Team Members

9.1 Contribute to the process of policy formation and development of Bridge Support services;
9.2 Participate in the Management Teams responsibility for recommending budget and financial reports;
9.3 Produce reports, statistics and monitoring information for the Board of Trustees and all outside purchasers;
9.4 Ensure recommendations as identified by the Board of Trustees, Landlord and services users are carried through;
9.5 Participate in the development and implementation of overall team and organisational strategy;
9.6 Attend training as appropriate and keep abreast of developments within current practices and polices;
9.7 Attend Management Team meetings, Board of Trustees meetings and or other outside interdisciplinary groups as required;
9.8 Undertake all duties in accordance with Bridge Support policies, in particular reference to the Equal Opportunities, Health & Safety, and Anti-Discriminatory Practice and work towards their continued development and implementation.
9.9 Undertake 24 hour on-call out of hours cover across Bridge services including evenings and weekends as part of a rota system.

10. Professional Role

10.1 Ensure an up to date knowledge in relation to clinical mental health is maintained;
10.2 Ensure you are up-to-date with Mental Health legislation and Mental Health Act.

11. General Terms of Reference

11.1 Seek to improve his/her own performance, contribution, knowledge and skills, and participate in training and developmental activities as required.
11.2 Ensure the implementation of Bridge's Diversity and Equality policy statement.
11.3 Ensure the implementation of all Bridge's policies and procedures.
11.4 Carry out other relevant duties, commensurate with the nature and grade of the post, as required.

End

PERSON SPECIFICATION	HIGH SUPPORT SERVICE MANAGER
ESSENTIAL	**DESIRABLE**
• Good level of maths and written English • Experience in service management	• Management Experience • Management of a service • NVQ Level 3 Management or equivalent
• Good standard of office administrative practices and procedures	
• Ability to plan, manage and prioritise a high workload to meet deadlines • Excellent communication skills – written and oral and negotiation skills • Good organisational skills • Budget management experience • Able to show initiative • Attention to detail and accuracy • Unwavering commitment to confidentiality • Team leadership	
• An excellent understanding of equal opportunities best practice and the implications in managing service delivery	
• Commitment to Bridge values and ethos • Able to self manage and prioritise • Willing to be flexible and respond to priorities, as required • Willing to undertake training, as required. • Health & Safety practice	