Are you looking for job where you can make a positive difference in someone's life? At Bexley Mencap we can give you that.

We are looking for a part time Community Support Manager who can lead and develop our Community Support Service, providing a diverse range of personalised support for people with a learning disability in the community. You will be expected to lead a team of support workers to provide an outstanding level of service that will enormously contribute to the lives of the people we support, helping them to live the life that they want to lead and have access to a range of opportunities.

This will include:

* Leading a team to support people with a learning disability to take part in activities that interest them, live independently and live the life they want to lead
* Developing and managing person-centred support whilst being responsible for the safety and wellbeing of service users and staff
* Developing and expanding the service to provide a range of support options suited to individual need

Although we currently run a small support service; demand is increasing, and we are seeking somebody who can develop the service to ensure we are always delivering high-quality, personalised services to existing and new members.

This post is 21 hours per week on a fixed-term contract until 31st March 2021. To find out more and apply please visit [www.bexleymencap.org.uk](http://www.bexleymencap.org.uk)

\*An enhanced DBS will be required for each successful candidate, paid for by Bexley Mencap (T&Cs apply)

Bexley Mencap is a small and dynamic local charity focused exclusively on supporting people with learning disability and their families. Our vision is that people with a learning disability are respected, valued and empowered to live life to the full.

We provide support and opportunities to people with learning disabilities and the people that care about them. We work to raise awareness, break down barriers and promote understanding within the community.

Whilst the people we support are facing significant challenges due to the Covid-19 pandemic, this is an exciting time to join our organisation. We have a range of new opportunities and are actively expanding and developing the support and services that we provide.

### **About the role**

As the Community Support Manager, you’ll lead a team to support adults with learning disabilities to live life to the full. You’ll do everything to make sure that we provide high-quality person-centred support to help every individual achieve the outcomes that are important to them. The role will involve working directly with service users and their families to identify the things that are most important to them then matching them with a support worker who can help them achieve their aims.

You will develop and review the policies and processes for the service, manage a team of support workers and review the service to ensure that it is always delivering the highest standard of care and support. This will include regular finance audits, updating the support plans, risk assessments and completing person centred plans. The ability to plan and prioritise your workload is essential. This is a varied role and you’ll need to be flexible to make sure that the support that we offer is personalised to the individuals that access our services.

### **About You**

We are seeking a candidate with experience in leading a support service, ideally with people with disabilities. You will hold a minimum NVQ 3 in Health and Social Care, but ideally Level 5, and be experienced in leading a team. Our ideal candidate has an enthusiastic attitude and person-centred approach as well as experience in developing and growing services. We do ask that all our staff live our organisation’s values and demonstrate them in their day to day work.

You will need to be caring, patient and have excellent communication skills. You’ll need good IT skills to be able to complete online records and be able to drive with use of a car. What matters most is that you are passionate about making sure that people with a learning disability live the life that they want to lead and providing a range of opportunities that members want and value.

### **What we offer**

We offer full training to our team and ongoing support. We offer a range of benefits including discounts at local shops and restaurants, as well as options to purchase health plans at discounted rates. We also offer 22 days holiday plus 8 bank holidays (Holidays pro-rata for this position).

1. To ensure a high quality of service delivery at all times through effective development and management of a team of staff

2. To ensure that we work in a person-centred way empowering people to: increase skills and independence, to try new things, to live independently and to live the life they want to lead.

3. To effectively manage a service which meets the needs of all users and ensures the best outcomes for the people that we support.

4. To develop the service to increase the variety of support that we can offer ensuring the quality of the service and the wellbeing of service users and staff at all times

5. To manage risk and safety across the service, ensuring all risks assessments are conducted as required and that health and safety procedures are followed.

6. To be familiar with and work within the organisation and the service’s values policies and procedures, maintaining records and reports accordingly.

7. To preserve and respect the dignity and privacy of people and their families and observe confidentiality at all times.

8. To attend and participate in team meetings, supervisions, appraisals and training as requested and required by your Manager.

9. To follow best practice guidance regarding Safeguarding, Health and Safety and managing risks to promote independence.

10. To work flexibly and creatively to meet the needs and wishes of people accessing the service.

11. To support anti-discrimination policies and procedures and promote equality of opportunity at all times.

12. To undertake such additional duties appropriate to the post and to support the organisation’s wider goals by working flexibly across the organisation from time to time as determined by your manager.

14. To keep accurate and up to date records of all sessions.

15. To report any significant issues, notifiable events or concerns through line management channels.

Our work is underpinned by **our values** and you will be expected to demonstrate these in your daily work:

**Nurturing:** You work in a person-centred way supporting every individual to reach their full potential. You empower people to take risks and develop their skills

**Approachable:** You can communicate with a range of people with differing abilities and maintain a welcoming and friendly atmosphere for the people you support and their families.

**Inclusive:** You involve people you support in all aspects of services. You are able to communicate effectively with people with a learning disability and adapt your approach where need.

**Passionate:** You are dedicated to improving the lives of the people that we support. You will professionally challenge where necessary whilst maintain effective working relationships.

**Respectful:** You treat everybody with compassion, dignity and respect ensuring privacy and confidentiality for the people we support.

You will also be able to demonstrate or tell us about the following areas in your application and at interview:

### **Personal Characteristics**

* Have a passion for supporting people with learning disabilities
* Caring and considerate
* Calm under pressure
* Organised
* Uses initiative and creativity to make decisions
* Always looking for ways to improve service
* Committed to inclusion of people with learning disabilities in all aspects of community life

### **Knowledge and Behaviours**

* Demonstrate good understanding of the support needs of people with learning disabilities and the issues they may face
* Able to develop rapport with people with learning disabilities and their families
* Able to maintain appropriate relationships and personal boundaries
* Demonstrate a commitment to safeguarding and promoting the welfare of people with learning disabilities
* Experience of developing and managing a service
* Good level of English to enable you to fulfil your role
* Confident to work without direct supervision

### **Skills and Experience**

* Minimum Level 3 Social Care qualification or equivalent
* Experience of working with people with learning disabilities
* Experience of leading a team
* Good IT, literacy and numerical skills
* Holds a valid, clean driving license and owns car