



Coventry City Council

Job Description

Job Title:	Unit Manager	Job Number:	Y5058D
Service:	Adult Social Care Internally Provided Services	Post Number:	
Location:	Housing with Care	Grade:	8

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

1. To have responsibility for the management the housing support service for Two establishments and the on site co-ordination of care provision.
2. To undertake proactive management of the units that enables a culture of continuous improvement to develop and be maintained.
3. To recruit, develop, supervise and work with employees, managing and deploying resources to ensure that the individual needs of service users are met.
4. To assist tenants in maintaining their independence and contributing to the prevention of unnecessary admission to hospital or entry to residential and nursing homes.
5. To be the registered Domiciliary Care Manager.

Main Duties and Responsibilities:

1. To ensure services are provided in accordance with Coventry City Council's Equal Opportunities Policy and that all service users' needs are considered on an individual basis
2. To participate in staff meetings and to contribute towards the implementation of the Aims and Objectives of the Service and the agreed Operations Plan and Performance Targets
3. To promote the independence of service users and facilitate activities that increase and maintain independence within a supportive environment including the use of local community facilities.
4. To ensure that service users' rights are upheld at all times, to maximise the choices available to service users and actively involve service users in decision-making about all aspects of the service they receive.

5. To promote social, leisure and learning opportunities for service users.
6. To ensure that high quality practice and services are provided at all times and that all complaints/comments are properly responded to following Departmental Policies and Procedures.
7. To ensure that all Health and Safety Regulations are adhered to, including the carrying out of Risk Assessments, so that a safe and secure environment is provided.
8. To ensure that corporate, departmental and local Policies and Procedures are adhered to at all times.
9. To work closely and collaboratively with housing providers and other agencies such as Primary and Acute Health Care Services to continually improve the health and quality of life of service users.
10. To support and work with the carers/relatives/friends of service users in meeting the needs of individual service users and to ensure that the service is part of the local community and that the community is involved in the daily provision of the service.
11. To undertake training and acquire appropriate qualifications, as required by relevant registering bodies, and the City Council

Specific Requirements of the Role

1. To make a measurable contribution to the implementation of the aims and objectives of the service and the agreed service plan.
2. To facilitate and attend tenant meetings as appropriate and ensure that any feedback given by tenants is duly considered and incorporated to ensure the service is user led.
3. To ensure that high quality practice and services are provided at all times and that all complaints/comments are properly responded to following Departmental Policies and Procedures.
4. To provide constructive interventions in matters of neighbour disputes so that any problems may be resolved.
5. To be responsible and accountable for the establishment's budgets, ensuring resources are maximised and void occupancy minimised, and that all finance is managed in accordance with Departmental Financial Control Procedures. To provide Departmental financial reports as required.
6. To ensure that the fabric of the buildings is appropriately maintained.
7. To monitor and review the support provided to tenants and work with carers/relatives and friends in meeting the needs of individual service users and to ensure that the service is part of the local community and that the community is involved in the daily provision of the service.
8. To establish and monitor high standards of service delivery, monitor staff practice and take remedial action where necessary to ensure that expected standards of practice and conduct are maintained. To coach, guide and develop staff in delivering a quality service.
9. To manage the personnel function of the Unit. To be responsible for the recruitment, induction, supervision, discipline and development of staff, identifying individual and team development

needs and ensuring that these are met through in-house programmes and the Departmental Employee Development Unit.

10. To evaluate the effectiveness of staff development and ensure learning interventions are adapted to improve effectiveness.
 11. To implement and manage effective individual and group supervision in accordance with Social Care Policies and Procedures. Arrange, organise and chair management and staff meetings.
 12. To deal with any problems in relation to the running of the establishments as they arise.
 13. To establish and maintain effective procedures for service users taking up tenancies.
 14. Any other duties and responsibilities within the range of the salary grade.
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The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: Assistant Managers

Responsible to: Service Manager

Date Reviewed: November 2011

Updated: May 2022



Coventry City Council

Person Specification

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Service:	Adult Social Care Internally Provided Services	Post Number:	
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Area	Description
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Knowledge:	• Of the Care Quality Commission
	• Of the principles of independent living
	• Of equalities legislation
	• Of the effects of discrimination
	• Of managing the dynamics of different agencies to deliver a joined-up service.
	• Of policies and procedures in relation to complaints, finance, recording, supervision, disciplinary, grievance, absence, capability and recruitment and selection.
	• Of developing a culture of continuous improvement.

Skills and Abilities:	• In building effective working relationships with tenants, employees, carers, and other agencies.
	• To recognise and manage diversity and combat the effects of discrimination
	• Numeracy skills to be able to effectively manage budgets
	• To provide services that maintain and enhance peoples independence.
	• To adapt services within established boundaries in order to deliver best for service user.
	• To deliver services in accordance with any appropriate service plans
	• Ability to co-ordinate the work of others
	• Ability to co-ordinate groups and services, including tenant support groups and multi-agency care packages.
	• To deliver constructive interventions in order to successfully manage conflict.
	• In undertaking monitoring and review processes to deliver changes in service provided.
	• To provide cost effective learning interventions for employees that deliver identifiable improvements in service delivery.
	• To solve problems in relation to managing a diverse employee and service user base.

	<ul style="list-style-type: none"> • Effective written and verbal communication skills in order to discharge the responsibilities of this post.
Experience:	<ul style="list-style-type: none"> • Of delivering service improvements
	<ul style="list-style-type: none"> • Of managing available resources and meeting regulatory standards
	<ul style="list-style-type: none"> • Proven experience in a management/ supervisory role in a social care setting
Educational:	<ul style="list-style-type: none"> • NVQ level 4 in care/Management or equivalent or demonstrable ability with the ability to gain the appropriate qualification within an agreed time scale.
Special Requirements:	<ul style="list-style-type: none"> • This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).
	<ul style="list-style-type: none"> • This Authority is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and volunteers to share this commitment.

Date Reviewed: November 2011

Updated: May 2022