

# JOB SPECIFICATION



**Job Title:** Step Down House Manager

**Responsible to:** Hospital Manager/Director

**Responsible for:** Support Supervisors (workers) based at the step down house. Leading, directing staff and good working strategies.

## **Summary of responsibilities:**

- 1 To take responsibility for the management of the houses and the general well-being of the tenants and staff.
- 2 To give leadership, direction and supervision for the house Supervisors.
- 3 To ensure that all policies and procedures are adhered to.
- 4 To ensure that the environment remains safe for tenants and staff.
- 5 To manage the houses budget and tenant's food budgets.
- 6 To give good communication skills with multi-disciplinary teams and CCG, liaising with social services, and voluntary work projects; keeping good reputation of the company with the local community and tenant's family.
- 7 To devise and implement duty rotas and monitor annual leave, sickness and absence and report to the Hospital Manager/Director.
- 8 To provide updates on mandatory training for the house supervisors (workers).
- 9 To carry out supervision, appraisal and performance reviews.
- 10 To carry out back to work interviews following periods of sickness.
- 11 To deal with complaints that come into the service and report these to the Hospital Manager/Director.
- 12 To monitor and assess the health and social needs of the tenants.
- 13 To carry out health and safety risk assessments, maintenance assessment, fire safety risk assessments and any other assessments deemed appropriate.
- 14 To monitor medication observations and collection of medicines of tenants for non-compliance.
- 15 To complete reports for CPA and references for tenants to assist with housing.
- 16 To attend CPA meetings, tribunals and managers panels, liaise with outside professionals involving patient care.
- 17 To lead staff and tenants meetings.

- 18 To support and assist tenants in solving financial issues, making benefits claims, banking, change of address and other such paperwork that is deemed appropriate.
- 19 To support tenants to register with the local GP and Dentist practices.
- 20 To ensure that any tenant on a CTO (Community Treatment Order) or conditional discharge to the house, abides by the conditions of tenancy and rules of the house and carry out drug screens if required.
- 21 To support tenants to obtain work – paid or voluntary.
- 22 To ensure each tenant has a weekly programme of house and garden duties and that they are being adhered to.
- 23 To ensure that tenants attend any outpatient appointments they may have.
- 24 To monitor and report all incidents and accidents at the houses.
- 25 To undertake any other duties at the Step Down Houses deemed appropriate by the Hospital Manager/Director.
- 26 To be on call if required.

### **General**

- 27 To attend for work reliably and punctually.
- 28 To know where to access Cygnet Health Care policies and to be aware of and follow their contents.
- 29 To remain vigilant and do everything possible to protect students/residents and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect.
- 30 To develop own practice through the supervision and appraisal process, ensuring your training needs are identified and addressed.
- 31 Use an appropriate level of confidentiality where personal information is involved with regard to both tenants and employees.
- 32 To ensure that people with whom you have contact have equal opportunities, to acknowledge their individual differences and uphold their rights and responsibilities, including the right not to be discriminated against, as set out in law and by Cygnet Health Care policies.
- 33 To contribute fully to effective team working by striving to build and maintain positive relationships.

- 34 To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.

## **Health & Safety**

- 35 To contribute to the maintenance of safe and secure learning and care environments. This includes taking the appropriate action in the event of an emergency.
- 36 A duty exists (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to evaluate and take action to reduce the risks. It is expected that you comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk.
- 37 Everything possible must be done to protect students and others from abuse of a physical, sexual, neglectful, financial or institutional nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect.

## **PERSON SPECIFICATION**

**For new appointments, a selection panel will assess each of the points below against what you have written on the application form – so, as a job applicant, you should explain by using examples from previous jobs, voluntary work or whilst you were in education, how you match these points.**

To do this job effectively a person will need:-

### **Knowledge**

1. Knowledge of compliance and auditing systems required by regulatory bodies (CQC/HIW)
2. Knowledge of psychiatric mental health rehabilitation.
3. Knowledge of supported living.

### **Skills and Abilities**

4. Ability to attend work punctually and reliably
5. Ability to work effectively across all business units and functions.
6. Ability to work on own initiative
7. Ability to demonstrate excellent listening, verbal, written and IT communication skills.
8. Ability to build and maintain good relationships with a range of others

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- 9. Ability to demonstrate good analytical and organisational skills
- 10. Ability to deliver effective training on relevant topics to staff
- 11. Ability to use utmost discretion when dealing with all sensitive and confidential information.
- 12. Ability to prioritise workload and work to strict deadlines.

**Qualifications required**

- 1 No criminal record including convictions, cautions, reprimands or bindings over which may be relevant to the safety and welfare of residents or staff
- 2 Care Certificate or equivalent qualification in health and social care.

**Experience required**

- 3 Successful experience of working effectively with staff and external professionals in care settings.
- 4 Experience of co-ordinating or directing the work of others effectively

This Job Description indicates the main duties and responsibilities of the post and it is not intended as an exhaustive list.

Jobholder .....Signed ..... Date: .....

Manager .....Signed ..... Date: .....