

Role Profile & Specification

Title	SHARED LIVES REGISTERED MANAGER
Reporting to	Director of Operations
Job Purpose	Development and implementation of Avalon's Shared Lives growth strategy enhancing the lives of people living with learning disabilities, autism and / or mental health challenges. CQC Registered Manager for regulated care delivered within the Shared Lives service at Avalon. Support local Shared Lives managers to successfully deliver the Shared Lives service.
Key Responsibilities	
Service Growth	• Set and agree priorities for awareness raising and will have a proactive and confident approach to identifying and developing new opportunities across the region. • Lead a targeted recruitment campaign to attract, assess, and approve new Shared Lives carers, supporting the growth and sustainability of the service. • Create influential relationships with all external and internal contacts. These relationships will enhance and raise Avalon's profile in current and new areas of service delivery. • Ensure engagement with Shared Lives carers and those they support is supportive and develops the service to meet the local need. • Responsible for meeting financial targets and ensuring income and expenditure for all new services are managed efficiently and within budget to ensure long term sustainability of new services. • Demonstrate strong commercial awareness by identifying opportunities to maximise income generation, improve operational efficiency, and ensure services remain financially viable and competitive. • Draw on local knowledge gained through liaison and regular communication with identified external stakeholder groups including Local Authorities and operational teams, to implement a successful marketing approach that supports growth. • Ensure that services meet their contractual and legal obligations.
Operational	• Responsible for monitoring of Shared lives reporting and monitoring. • Act as the central point of access for the service line from referral of a new service to monitoring ongoing quality and compliance. • Manage Shared lives panel and calendar of meetings; facilitating the panel process including assessment packs. • Inducting new managers to Shared lives process of assessment and referrals. • Overseeing roll-out of digital system to manage the Shared Lives process from panel to end of service.

Role Specific Competencies	
Quality & Service Improvement	▪ Understand the strategic environment in which care and support services are being delivered and the implications for the organisation. ▪ Experience of working with vulnerable people who have experienced trauma and may have complex and challenging support needs. ▪ Knowledge of statutory and community services.
Administration	▪ Analyses information from a range of sources to produce written and statistical reports on risk, issues and developments. ▪ Understands written guidelines (i.e. policies & procedures) & acts accordingly. ▪ Ability to keep accurate and well managed files on electronic systems.
Partnership Working	▪ Able to work closely & positively with the people supported, their advocates, Local Authorities, other professionals & agencies such as Shared Lives Plus. ▪ Shows commitment to working as part of a wider team of Avalon Group employees. ▪ Ability to attend and actively participate in relevant forums. ▪ Ability to work and communicate effectively with a range of roles across the organisation.
Health & Safety	▪ Supports in implementing tasks linked to Health and Safety policies and procedures.
General	▪ Works flexibly as agreed with the Director of Operations. ▪ Able to manage workload effectively with excellent time management skills, to ensure deadlines are met. ▪ Confidence to lead and able to present to groups of people at all levels. ▪ Manage and support transformational organisational change. ▪ Excellent organisational, literacy & numeracy skills. ▪ Able to lead, facilitate meetings & record minutes. ▪ Commitment to personal development. ▪ Willing to travel and work from any Avalon location dictated by the needs of the role.

Our Values

- We are kind and respectful to everyone
- We are honest and trustworthy
- We are always learning and developing
- We are inclusive; everyone has a voice
- We work in partnership with our communities

Core Competencies	
Communicate well (Respect, Integrity, Working Together, Quality)	▪ Listens to others ▪ Asks relevant & pertinent questions ▪ Communicates in a clear & concise way ▪ Effectively uses a range of communication tools & techniques ▪ Keeps accurate, objective & clear records
A positive & practical approach to work (Integrity, Quality, Learning and Reflection)	▪ Tackles things in a direct & orderly manner ▪ Can be depended upon to get things right ▪ Able to prioritise tasks & manage workload ▪ Reliable under pressure
Work well with other people (Respect, Integrity, Working Together)	▪ Earns the respect of others ▪ Shows respect for the views & actions of others ▪ Builds & maintains mutually beneficial relationships ▪ Motivates self & others ▪ Facilitate customer participation ▪ Promote inclusion ▪ Drive customer engagement
Able to respond to & solve problems (Integrity, Quality, Working Together, Learning & Reflection)	▪ Plans ahead ▪ Tackles issues voluntarily & positively ▪ Able to identify the cause & not just the symptoms of problems ▪ Able to anticipate problems & develop solutions in advance ▪ Solves problems in a calm, direct & organised manner ▪ Helps other people with problems
Able to innovate & have new ideas (Integrity, Working Together, Quality, Learning & Reflection)	▪ Full of ideas which provide fresh insight & broader perspectives ▪ Responds positively to change ▪ Self- motivated

Person Specification

Post Title	Service Development Manager: Shared Lives	
	Essential	Desirable
Qualifications		
Access to own transport that can be used for work purposes, with a full valid licence	✓	
Knowledge and understanding		
Extensive working knowledge of regulation relating to the Shared Lives model of delivery	✓	
Knowledge of relevant legislation and standards within the sector particularly The Care Act, Health & Social Care Act, CQC Fundamental Standards, KLOEs	✓	
Knowledge of Health and Safety legislation at management level	✓	
Experience		
Experience of working within social care at a management level	✓	
Experience in operating in an advisory capacity to Senior Managers		✓
Competencies & Behaviours		
Confident in engaging and interacting with a diverse range of people	✓	
Ability to communicate effectively at all levels both orally and in writing	✓	
Proficient IT User	✓	
Personal Attributes		
Demonstrates a passion for and has experience of enhancing the lives of adults living with a learning disability.	✓	
Requirement to attend/represent Avalon Group at meetings and events outside of normal working hours.	✓	
Assertive and confident with the ability to initiate action when required	✓	
Is able to travel to a number of locations as and when required.	✓	
Commitment to Avalon Group's vision, mission and values.	✓	