



JOB INFORMATION PACK

Role: Service Leader – Supported Living

About SoLO

Social Life Opportunities (SoLO) is a registered charity which supports children, adults, and young people with learning disabilities to flourish and thrive. Through the provision of safe and secure specialist services and social activities, we support and challenge our members in a safe environment which helps to build their confidence, teach them new skills, and empower them to achieve their full potential.

To learn more about our charity visit www.sociallifeopportunities.org.

Working for SoLO

SoLO is a welcoming, friendly, and inclusive charity whose members enjoy fun and developing activities in a secure and caring environment, which is reflected in our values and ethos. Our values are central to all our work with members, their families, and others.

What to expect working here:

- A great environment for children and adults with a learning disability with a strong community ethos.
- A working environment where staff are valued and treated with respect.
- Hard-working, dedicated staff who strive to gain the best outcomes for all our members.
- Incredible members who love coming to our activities and services and are encouraged to learn the skills they will need for life in the community.
- An enthusiastic and supportive SoLO Team who put the interests of the members first and are committed to the continual improvement of the organisation.

Safeguarding, Equality & Diversity

Please note our organisation is committed to equal rights and the promotion of choice, person centred care, the promotion of independence safeguarding and promoting the welfare of our members. We welcome all applicants regardless of ethnic or national origin, racial, religion or beliefs, age, disability, sexuality, or responsibilities for dependents.

JOB OVERVIEW

Job Title	Service Leader – Supported Living
Term	Permanent
Hours	40 hours per week including flexibility to support service needs and participate in the on-call rota
Salary	£29,224
Location	On-site at Supported Living in Marston Green/Shirley
Role Purpose	To support children/young people/adults with a learning disability to live fulfilling lives and develop independence in their lives.
Business Function	Service – Supported Living
Reporting to (Line Manager)	Service Manager
Benefits	<ul style="list-style-type: none"> • Annual Leave 31 days per year including bank holidays (pro rata) • Flexible hybrid working arrangements available upon approval with your line manager • Comprehensive training and development • Company Sick Pay • Employee Assistance Scheme • DBS • Pension

Person Specification

E = Essential, D= Desirable

Qualifications	E/D
Relevant leadership/management qualification (or willingness to work towards)	D
GCSE Grades A-C in Maths and English – or equivalent	E
Experience	E/D
Experience of working in a similar role / care setting	E
Experience of using CRM database/ Microsoft Office and other IT packages	E
Experience of service/delivery leadership/management	E
Experience of supporting people with a learning disability	D
Knowledge, Skills, Abilities & Other	E/D
Understanding of the needs of people with a learning disability	E
Understanding of confidentiality, GDPR, CQC, and safeguarding	E
Understanding of the key principles of person-centered support	E
Understanding of the key principles of positive behaviour support	E
Ability to work as a team member and on own initiative	E
Ability to manage and prioritise workload	E
Sound planning and organisation skills	E
Willingness to learn and develop in the role	E
Ability to work as a team member and on own initiative	E

DUTIES & RESPONSIBILITIES

- Ensure adherence to SoLO's policies and strategies on a day-to-day basis.
- Lead responsibility for the effective, efficient and safe running of the service.
- Ensure that services are run within the framework of the applicable regulatory bodies and legislation.
- Effectively line manage and develop staff within service, ensuring efficient delivery to all internal areas of the organisation and full compliance against regulatory and legislative requirements.
- Ensure that staff are working in compliance with SoLO's risk management processes and complying with recruitment and training requirements.
- Raise and respond to any concerns identified with regards to SoLO's compliance/risk management, notifying line manager of any incidents and ways to minimise risk.
- Maintain clear and accurate records relating to all aspects of service delivery.
- Review, update and ensure that individual's Risk Assessment/Support Plans and Profiles are followed and highlight any areas that require further development as appropriate.
- Support SoLO's Members/Service Users to develop independence in all areas of daily living and socialisation. Assist them by working towards outcomes identified in Support/Assessment Profiles.
- Ensure sufficient staffing and manage rota / leave requests / cover as required, and work flexibly including evenings and weekends.
- Support and supervise Support Workers/Volunteers/External Support to ensure they meet their duties and responsibilities
- Provide efficient and effective administrative support to the service including the timely return of service user regulated documentation, financial and personnel records for staff and volunteers.
- Attend training and planning sessions as required for the role and identify any training requirements for staff and volunteers on project
- Communicate, co-ordinate and respond with other SoLO staff/external PAs and parent/carers/professionals as required
- Be part of the on-call service on a shared rota basis
- Undertake other duties that may arise from time to time as directed by Line Manager

KEY PERFORMANCE INDICATORS

- Work with Line Manager and Senior Team to develop service strategies.
- Ensure all services are being delivered to contract.
 1. Equipped accordingly
 2. Staff Rotas updated
 3. Staffed accordingly
 4. Effective communication, from operational to delivery
- Ensure all service user records are up to date and accurate.
 1. Review service user care packages annually
 2. Review service user profiles as per workplan
 3. Review and develop for service user risk assessments and care plans as per workplan
- Provide accurate and timely information to line manager.
 1. Provide DSR checks daily
 2. Provide MAR checks daily
 3. Provide service user finance reconciliations weekly
 4. H&S / Estate checklist weekly
- Support Line Manager with external communications.
 1. Liaise with family/carers weekly updates
 2. Manage professional appointments for service user
- Support with Line Management documentation is completed and up to date.
 1. 121s
 2. Annual Leave
 3. Sick Leave
 4. HR issues

