

Job Profile

Job Title: Mora Burnet House Extra Care Service Manager
Job Grade: Level 5 Zone 1
Salary Range: £52,282 - £59,895

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality so that nobody gets left behind. Here's where you can help decide a better future for us all.

At Mora Burnet House, we work alongside our residents in a co-production process to make sure that the service being provided is what they want and need as well as meeting assessed needs. It is important that the voice of the residents of Camden are heard and acted upon at an individual and collective level.

About the role

As the manager, you will coach and support the teams to deliver compassionate, values-based, person-centred safe care/support and deliver outcomes. The main focus of the role is to ensure the wellbeing of the residents and staff at Mora Burnet House. You will work with the staff using a coaching method and ensure ongoing review of quality to ensure that teams are continuously learning and improving in a strengths-based process. You will be the overall safeguarding and co-production lead and as the Registered Manager you will be accountable for the service to the Care Quality Commission. You will also work closely with Origin Housing, the registered housing landlord.

- You will work with the registered housing landlord to ensure that support is given to tenants to maintain successful tenancies in Mora Burnet House.
- You will develop the service with the teams, responding to the community and context, for example evolving to offer other support if this is viable for the teams within their purpose and values.
- You will be responsible for working closely with Origin Housing in maintaining the overall health and safety of the building at Mora Burnet House in conjunction with Origin's housing officer.
- You will be responsible for the financial well-being of the service and keeping within budget.
- You will keep ensuring that there is continuous learning, developing, and improving the quality of how we deliver the service, our purpose and promises and live our values.
- You will be representing Mora Burnet House and collaborating with local partners, sharing what we are trying and learning locally and nationally.

About you

- Experience managing services for people with learning disabilities, older people, and/ or mental health needs or with complex support needs.
- Experience in focusing and leading a staff team, supporting them to thrive and deliver compassionate, person-centred, safe care.
- The ability to lead and take responsibility for leading a safe, responsive service where we deliver on our promises to the people we support and team members. This includes being our safeguarding lead and co-production lead.
- The ability to motivate and oversee the performance of the staff team through a range of methods, including coaching teams in self-management.

- Overall responsibility for safe, Values Based Recruitment, and supporting the team to recruit great colleagues.
- Knowledge of issues facing people with learning disabilities regarding living a normal life and knowledge of issues facing people with mental health needs.
- Experience in supporting teams to be competent and confident in their roles and complete probation.
- Experience of being responsible for the financial wellbeing of the service and keeping within budgets.
- Ability to record information and write concise reports and monitor the quality of those written by others and the management of stakeholder expectation
- Ability to represent Mora Burnet House and collaborate with local partners and share what we are trying and learning locally and nationally.
- Ability to demonstrate accountability and responsibility for the maintenance of the overall health and safety of the building at Mora Burnet House in conjunction with Origin's housing officer.
- Be able to work closely with Origin's housing officer to ensure that prospective tenants to Mora Burnet House are supported proactively to view any potential vacant flats.

Work Environment:

To lead an intergenerational Extra Care service, which requires flexibility to adapt to changing needs and demands, including redesigning priorities.

Working with people who may need hands-on support in all areas of daily living, including people moving, personal care and administration of medication. Some residents may display behaviours which challenge the service. Infection Control Procedures are required to inhibit the spread of infection

Flexibility required to meet conflicting and changing priorities. There is a requirement for the post holder to be on-call for advice out-of-hours and at weekends on a regular basis.

People Management Responsibilities:

You will have oversight of the whole service with direct line management responsibilities for;

1x Deputy Extra Care manager

3x Senior Support Workers

Relationships:

You will have close working relationships with primary and secondary mental health services in CMHT.

You will have the ability to work collaboratively with and manage relationships with colleagues (Social Work teams, Commissioning, NHS, CLDS health practitioners, CATS, Voluntary Sector Providers, Citizen Advocates, and Housing), Origin Housing the registered landlord and external stakeholders.

You will represent the interests of the service and the department both internally and externally and can address areas of conflict and manage challenging situations with service users, colleagues, and staff team.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden, we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden, we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.