

Job Profile Information - Shared Lives Manager

This supplementary information for the Shared Lives Manager and must be used in conjunction with the Job Capsule for Job Family Social Care Grade at Job Level 4 Zone 2

Camden Way Category 4

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

ROLE PURPOSE

Lead on the start-up and development of the Shared Lives scheme in Camden with an initial focus on people with learning disabilities. To promote Shared Lives across the borough to prospective service users, their families and carers, and potential Shared Lives carers.

To recruit and assess potential Shared Lives carers, match them with service users and provide ongoing support and training in line with national best practice.

To hold the position of CQC Registered Manager and ensure that the Shared Lives service complies with regulatory requirements.

Example outcomes or objectives that this role will deliver:

1. Lead on the start-up and development of the Shared Lives scheme in Camden with an initial focus on people with learning disabilities.
 - a. Design and develop a comprehensive operating model for Shared Lives in Camden including robust policies, procedures, records and IT systems.
 - b. Work with finance to agree a payment banding system for the scheme to be reviewed on a regular basis
 - c. Work with the Council's Communications team to produce a Communications Strategy for Shared Lives and lead its implementation
 - d. Lead on the phased recruitment and development of the Shared Lives Team consisting of Shared Lives Officers and Carers developing a robust programme of training, supervision and support.
 - e. Maximise the participation of families, carers, service users and other stakeholders by working with them to ensure that their views and ideas are utilised to shape the service. Develop systems for collecting, collating and acting on their feedback.
 - f. Ensure a risk management policy is in place for the scheme and lead on resolving disputes, crisis management and interventions.

2. Promote Shared Lives across the borough to prospective service users, their families and carers, and potential Shared Lives carers.
 - a. Hold awareness raising events throughout the borough to raise awareness of Shared Lives with stakeholders.
 - b. Work with Camden Communications team to develop and marketing strategy to promote the service widely in Camden.
 - c. Build relationships with children's and adults social care, including the Community Learning Disability Team, in Camden to ensure referrals are made to the service.
 - d. Develop links with children's services, including fostering, to transition young people in to Shared Lives arrangements.
3. Recruit and assess potential Shared Lives carers, match them with service users and provide ongoing support and training in line with national best practice.
 - a. Plan, coordinate and oversee recruitment campaigns to attract applicants who are potential Shared Lives carers in partnership with the Communications team.
 - b. Hold promotion and awareness raising events to recruit Shared Lives carers in the local community.
 - c. Carry out rigorous assessment process with potential Shared Lives carers in line with best practice.
 - d. Recruit and support a Shared Lives panel to support the decision-making process of approving new Shared Lives carers.
 - e. Ensure Shared Lives carers receive all necessary training to carry out their role.
 - f. Provide a sensitive and thoughtful matching process between approved Shared Lives carers and people referred to the service ensuring compatibility.
 - g. Provide regular support and training to all Shared Lives carers.
 - h. Develop opportunities for Shared Lives carers peer support through Shared Lives carer meetings or other events to bring people together.
4. To hold the position of CQC Registered Manager for the service ensuring that the scheme complies with regulatory requirements.
 - a. Register the service with CQC and hold the position of CQC Registered Manager.
 - b. Ensure the service infrastructure is established in line with best practice, to meet CQC requirements and the Key Lines of Enquiry.
 - c. Lead and represent the service during regulatory inspections, taking responsibility for actioning recommendations for service improvements.
 - d. Oversee an annual service review and audit of the scheme to inform service development plans and to establish relevant performance indicators.
5. To act as the Borough's expert advisor on Shared Lives.
 - a. Ensure the scheme complies with national best practice and the Shared Lives Plus Quality Framework.
 - b. Keep up to date with national legislation, government guidance and local policies affecting Shared Lives and people with learning disabilities.
6. To engage with Commissioners to develop the monitoring, performance requirements and data collection arrangements for the Shared Lives service.

- a. Track and monitor the outcomes of people using Shared Lives using the My Shared Life outcome measuring tool.
7. To develop and foster relationships with local networks, including Camden staff, community partners/groups, statutory organisations, voluntary sector to identify, plan and monitor service development.
8. Lead on liaison with other national/regional Shared Lives networks to share best practice and support the development of the service in Camden.
9. To produce reports relating to the activity and take up of the service as required by Adult Social Care.

People Management Responsibilities:

Will need to recruit and subsequently line manage a small team (2.5 FTE) of support staff providing administrative support. Will also be responsible for recruiting a team of Shared Lives Carers who will work on a self-employed basis, but will require ongoing training and support.

Relationships;

- This post reports to the Head of Provider Services.
- Internal at all levels including executive, senior officer, officer and members.
- External, including families, carers, service users and other stakeholders community partners/groups, statutory organisations, voluntary sector local government, membership bodies and professional bodies.
- To represent Shared Lives and the Council at national and regional level.

Work Environment:

- Based at 5 Pancras Square but with extensive travel across the borough, including visiting Shared Lives placements and carers in their homes.
- The post-holder will be required to work in an 'agile' way in line with Camden's move to a paperless and flexible work environment.

Technical Knowledge and Experience:

- An understanding of Shared Lives and the philosophy underpinning the model.
- Good knowledge and understanding of relevant legislation and regulation, including CQC, best practice guidance and key national policy that impact on Shared Lives
- Demonstrable experience of supervising social care staff

- Knowledge and understanding of project management principles and techniques, with a proven record of their successful implementation.
- Knowledge and understanding of asset based approaches to social care.
- Minimum of 2 years' experience of managing staff and resources in a social care setting.
- Experience of planning, managing and developing a service in community-based settings.
- Experience of managing budgets and financial systems
- Self-motivating and driven to ensure success of projects.
- A proven ability to develop, manage and monitor budgets and other resources.
- Ability to use ICT systems and databases.
- Excellent interpersonal communication skills to be able to inspire, liaise and work effectively with people using services, professionals, stakeholders, members of the public and colleagues.
- Ability to apply a strength based approach and ensure people are at the heart of decision making and influence change.
- Possess strong leadership and management skills ensuring that teams are motivated and empowered.
- Passionate and driven individual who has high expectations of themselves to deliver good quality services to people who need support.
- Commitment, determination and resilience to ensure the ongoing development of the service.
- Innovative and creative in your approach to the design and delivery of services and problem solving
- Ability to work independently within clear guidelines and regularly use initiative to make decisions, referring to more senior officers for advice on policy/resource issues.
- Ability to work flexibly as required to meet the needs of the service (this may include evenings/weekends).

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on Camden please click [HERE](#)