

Deputy Manager - Supported Living - Complex Mental Health

Applicant Information Pack



Alternative formats

If you require this document in an alternative format, such as large print or a white or coloured background, please contact our Communications team.



unitedwelsh.com/contact



tellmemore@unitedwelsh.com



0330 159 6080

Contents

- 1 About Us
- 3 Job Profile
- 4 Key Accountabilities
- 5 Personal Requirements
- 6 Terms and Conditions
- 7 Additional Benefits
- 8 How to apply



About Us

United Welsh is an award-winning not-for-profit organisation providing homes and related services in South Wales. We are passionate about building homes, creating communities and transforming lives.

We look after over **6,300 homes** for people across **11 local authority areas**, and our services help thousands more in our communities.

Helping people to live happily and in good health is important to us, and we are proud to have been named fifth best landlord in the UK.

We have a new building programme that is worth around **£35m** each year and in the next five years, we intend to build **1,300 more homes**. We are ambitious about how we can help people to live their best lives, working

with a range of partners including local and national government and the NHS to give people choice; tackling poverty, improving wellbeing and playing our part in ending homelessness.

The United Welsh Group also incorporates our subsidiary Celtic Horizons Ltd which, in partnership, looks after all our property services, and Harmoni Homes Ltd, which builds affordable homes and homes for sale.

We are also developing a new social enterprise, Celtic Offsite, that will manufacture low carbon homes and support the local economy to thrive.

With almost **400 employees** and a turnover of over **£40m**, we are an ambitious organisation with a strong sense of social purpose.

Life at United Welsh centres around our culture. We live by our values which connect us and inspire us, guiding our strategies as well as the decisions we make day to day.



About Us

United Welsh

**Celtic Horizons
Ltd**

**Harmoni
Homes Ltd**

Developing homes for
United Welsh

**Celtic
Horizons**

Asset
Management

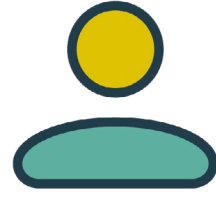
**Celtic
Offsite**

Timber frame
factory

The Celtic Horizons asset management service for United Welsh is delivered in partnership with Mears Ltd



Job Profile



Deputy Manager Supported Living - Complex Mental Health

Reporting to: Team Leader

Broad purpose of the post

We are looking for someone with passion and drive to join our team, enabling patients to thrive and work towards an independent future.

This role will support delivery of a 24/7 support service in partnership with Aneurin Bevan University Health Board (ABUHB). The service will support patients transition from secure hospital residential settings into a supported community setting. The service will also aid the transition from CAMHS into Community Mental Health Teams. Eventually, the service will aid the individual to then transition into independence within the community.

The support provided will be responsive to individual need and delivered in partnership with the Intensive Case Management Team at ABUHB. The service will be based between Blaenau Gwent and Brynmawr, Gwent.

As a psychologically informed service, delivery will be underpinned by the application of evidenced based practice, with a focus on using the principles of Structured Clinical Management (SCM). The service will be supported by the Intensive Case Management team at ABUHB to develop support plans which are underpinned by the principles of Structured Clinical Management (SCM).

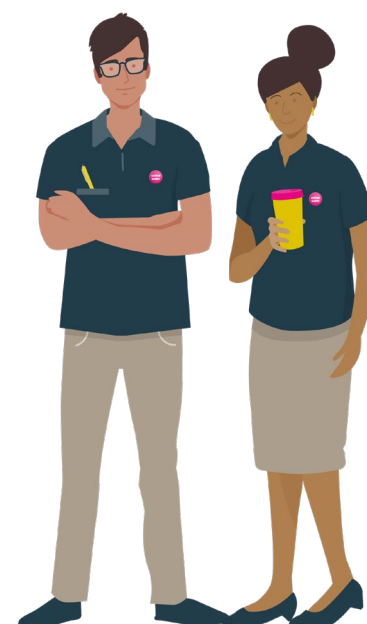
SCM is an evidenced based approach that enables generalist mental health practitioners to work effectively with complex mental health difficulties. It is a goal focused, supportive approach with case management and advocacy support. There is an emphasis on problem solving and effective crisis planning. Training in SCM and ongoing support in this approach will be provided.

- £34,586.21 per annum
- Permanent
- 35 hours per week on a shift basis, covering Monday-Sunday

Key Accountabilities



- Assist the team leader in the day-to-day operational management of the service, including staff support, operational paperwork and reviews of support quality.
- Share supervisory duties for team with co-senior and team leader, including management one-to-ones with team members.
- Lead on specific areas of the service (to be decided in role, in consultation with the team leader and co-senior). These could include inductions, assessments, housing applications, support reviews, tenancy management and health and safety roles.
- To assist the team leader with in-reach and transition of individuals from health care settings to the service.
- To assist with and lead on the transition from the service into the community. This may involve liaison with local authorities and wider health care professionals.
- Sharing responsibilities with wider management to lead team meetings, audit the service and drive service improvement.
- Continuously embedding our values and principles, and encouraging a safe and psychologically led environment for both staff and supported individuals.
- Sharing on call responsibilities with wider management team.
- Assisting with crisis management, ensuring all events are appropriately responded to and escalated where required.
- Proactive and timely liaison with CMHT's, Hiraeth, Police, crisis, management, and 3rd sector where appropriate.
- Ensuring daily medication audits are completed in-line with Care Inspectorate Wales registration framework.
- Possess (or be willing gain) Care Inspectorate Wales Values and Principles certificate and a relevant Health and Social Care NVQ.
- To assist the team leader with regular training of the team, including new inductions and basic training.
- Share responsibility to complete individual reports of service users on a quarterly basis.



Personal Requirements

- Have an NVQ Level 5 in Health and Social Care, or be willing to work towards this whilst in post
- Training in medication administration will be supplied
- An ability to build trusting therapeutic relationships with those people who use the service. You will understand the value of setting safe boundaries and expectations and be able to do so whilst modelling positive relationships, care, kindness, and compassion
- A high level of emotional intelligence; to be non-judgemental, resilient, and empathic. This candidate will also be a strong communicator and be confident in influencing and leading others
- Understanding of PIE, ACEs, and strength/restorative-based approaches
- Experience of representing and advocating needs of service user and staff needs
- Experience of working with individuals with complex mental health needs, disrupted attachments and interpersonal difficulties and challenging behaviour
- A willingness to reflect positively on feedback with a desire to further personal learning
- You will be able to work under your own initiative and be responsive to changing priorities
- You will have a good understanding of the wide range of community and third sector organisations operating across Gwent and be proactive in establishing links with these
- You must have a full driving licence and be prepared to travel as part of this role
- The rota is a rolling rota covering six weeks. This rota includes shift patterns that cover mornings, afternoons, nights, and occasional weekend working
- You must be willing to work on and on-call basis (on rota shared between four people).

Requirements within the essential criteria of the Personal Requirements will be used for shortlisting purposes. However, all of the criteria will be considered in the process of making an appointment.

Terms and Conditions

Current Salary

Total salary is **£34,586.21** per annum.

Pension Plus

While working at United Welsh you are eligible to join our pension scheme. United Welsh partner with the **Social Housing Pension Scheme (SHPS)** to deliver our pension provision for employees.

The **Defined Contribution Scheme (DC)** matches employee contributions up to 10%. It is a salary sacrifice scheme, so deductions are taken before tax.

Leave

- **30** days plus Bank Holidays
- **Two** United Welsh Gifted Days - an additional two gifted days, usually to be taken during the office closure over the festive period.

Additional Benefits

- **30 days** annual leave and bank holidays
- An additional **two gifted days** to be taken over the seasonal period.
- A company culture that promotes **work life balance**
- **Flexible** working
- Opportunities to be involved in **'Can Do'** days, giving back to the communities where we work
- A half a day's leave under the **'School Starter Scheme'**
- Free **fruit, fresh filtered water, tea and coffee** within our offices
- **Cycle to Work** Scheme
- One year's **paid subscription to professional body** (one membership per year)
- Membership to our **SimplyHealth** healthcare plan.
- **Free eye tests** at Specsavers and a contribution towards the cost of prescription glasses
- Access to our **internal coaching and wellbeing services** that are devoted to supporting professional and personal development
- Free and confidential access to a **24/7 Employee Assistance Wellbeing Hub**
- We are a member of the **Social Housing Pension Scheme**. There is an opportunity for employees to join The Defined Contribution Scheme and we match contributions up to 10%
- **Learning and Development opportunities**, with learning available in a range of formats to suit your needs
- As a testament to our approach and genuine commitment to learning, United Welsh holds the **Investors in People - Gold Award**
- We are committed to supporting applicants and staff with disabilities and hold the **Disability Confident Level 1 Award**
- We are committed to becoming a **menopause friendly employer**
- We are an Armed Forces friendly organisation and hold the **Armed Forces Covenant – Bronze Award**



How to apply

To apply, please send a copy of your **CV and cover letter** to jobs@unitedwelsh.com. In the cover letter, please outline why you believe you would be successful in this role based on your experience and on the essential/desirable criteria in the job description, in no more than 1,000 words.

In addition to your CV and cover letter, please also complete our online Equality, Diversity and Declaration of Interest form which can be found on our website [here](#). If you do not complete all parts of this process, you will be at risk of your application not being progressed further.

We do reserve the right to close this role early if we receive a high volume of suitable applications.

Within your CV, please provide the names, positions, organisations and contact details for two referees, one of whom should be your current or most recent employer. We will not approach these referees prior to the shortlist stage, and we will seek your permission first. However, references will be sought as part of our pre-employment checks for the successful candidate.

- We would be grateful if you could submit the Equality Diversity and Declaration of Interest form with your application. You can complete this form online. The information you provide will be used for monitoring purposes only and will be kept separate from your application
- Please ensure your CV and other documents are emailed as a Word or PDF file, as unfortunately, we are currently unable to accept applications in any other formats at the moment
- Requirements within the essential criteria of the Personal Requirements will be used for shortlisting purposes. However, all the criteria will be considered in the process of making an appointment.



www.unitedwelsh.com

