

Ref: ASTM/1123

Date as postmark

Dear Applicant

Thank you for your recent interest regarding our Assistant Support Team Manager (Caerphilly) vacancies at Opportunity Housing Trust.

Please find enclosed an information pack containing the following:

- Application form (to be completed and returned)
- Enhanced Disclosure information
- Welcome to Opportunity Housing Trust
- Person Specification (please read carefully to ensure your application reflects the criteria)
- Job Description

When filling in the application form, please ensure that you explain how your experience, which may have been gained by paid employment, voluntary work or through your life experiences, relates to the person specification. **Candidates will only be invited for interview if they meet the criteria on the person specification.**

We would be grateful if you could return your completed application form and any other relevant information to the address below:

**OPPORTUNITY HOUSING TRUST
GROUND FLOOR, LIBRARY COURT
FAIROAK ROAD
ROATH
CARDIFF
CF24 4PX**

recruit@oht.org.uk

CLOSING DATE FOR APPLICATIONS: 24th September 2008

Thank you for your interest in our organisation and I look forward to hearing from you in the near future.

Regards

HUMAN RESOURCES

OPPORTUNITY HOUSING TRUST

“To empower and support people with a disability to enjoy a valued life in the community”.

Opportunity Housing Trust (OHT) is a non-profit making organisation serving communities across Wales. We provide support to adults of all ages all of whom have some degree of learning disability and some have additional needs due to their age, behaviour and physical problems. We also provide specialist support to people with Autistic spectrum disorders and people requiring respite services.

We were established in 1985 and have grown over the years to the extent that we now employ over 800 staff providing support to over 250 service users.

We provide support across 6 Local Authorities (Cardiff, Bridgend, RCT, Caerphilly, Pembrokeshire and Ceredigion).

Opportunity Housing Trust is one of the biggest providers of support to people with learning disabilities in Wales and as an organisation our Corporate aims are to;

- Make a difference in peoples lives, through a range of flexible and responsive care and support services, utilising appropriate technologies and resources.
- Continually improve our efficiency and effectiveness through innovation, quality assurance, good communication and partnership working.
- Develop a shared culture that defines what OHT is and what we stand for.
- Promote person-centred approaches in all aspects of our work, from planning and monitoring systems to HR, Finance and Admin processes, so that the people we support are able to achieve positive outcomes relating to their daily independence, inclusion and decision-making.

We strive to work to a set of key values which we believe underpin our ethos and culture:

- People with learning difficulties have a right to normal patterns of life within the community.
- People with learning difficulties should have the right to be treated as individuals.
- People with a learning difficulty have the right to the additional support they need if they are to develop to their maximum potential.
- Support should be provided in a safe environment that preserves dignity.
- We should encourage and support those who can do so to build their independence.
- We should promote the continued development of a high quality workforce.

If you decide to apply for a position within Opportunity Housing Trust you will be expected to adopt these standards in your everyday work life. We will offer comprehensive training for all new starters and continued support from your colleagues and managers.

Whether you work as Support Staff in a house or are based in one of our offices, you will be joining ONE TEAM ensuring that we provide support that is person centred to service users at all times.

Disclosure

It is important that you read the information below as all successful applicants will be required to apply for an Enhanced Disclosure.

As an organisation, OHT supports people with learning disabilities to live full and active lives as valued members of their community. People with learning disabilities are classed as 'vulnerable adults'. As an employer, OHT has an obligation to protect its clients. The Criminal Records Bureau (CRB) has been set up to facilitate safer recruitment to protect children and vulnerable adults. **There will be a requirement for you to apply for an Enhanced Disclosure prior to commencing employment with OHT should your application be successful.**

What is an Enhanced Disclosure?

A disclosure is a document containing information held by the police and government departments. Enhanced disclosures are for posts involving a far greater degree of contact with children or vulnerable adults. It includes a check on local police records and will provide details of current and 'spent' convictions held on the Police National Computer (PNC) including convictions, cautions, reprimands and warnings.

What if I do have previous convictions?

In line with the principles of OHT's Equal Opportunities Policy, the organisation will not discriminate against anyone applying for a post who has disclosed details of any previous convictions personally or through an Enhanced Disclosure. The declaration of an offence by a potential employee or as disclosed through an Enhanced Disclosure, will not automatically result in the withdrawal of a job offer. The nature and seriousness of the conviction will be considered by the appointing officer and the Human Resources Department. Ex-offenders will retain the protection afforded by the Rehabilitation of Offenders Act 1974. However, the post for which you are applying is exempt from a section of the Rehabilitation of Offenders Act. Therefore, any **previous caution or conviction is not considered 'spent' and will appear on your Disclosure form. If an offence appears on your Disclosure form which you have not disclosed on your application form and at the interview stage, your application will be considered void.**

Can I refuse to have a Disclosure?

There is no general obligation to apply for a criminal record check. However, OHT retains the right to withdraw the offer of a position if a candidate declines to apply for a disclosure. This is because OHT is obliged under the Care Standards Act to undertake such checks for any potential employees.

Who will have access to my Disclosure?

Disclosure information is kept in securely locked storage and only those entitled to see it as part of their duties will have access. Once a recruitment decision has been made, OHT will hold the information for 6 months. Once this time period has elapsed, the document will be shredded.

What if I have applied for a Disclosure in the past?

Unfortunately, the new legislation does not permit us to accept Enhanced Disclosures from other organisations. Therefore, we **MUST** obtain our own Enhanced Disclosure **BEFORE** your start date can be arranged.

Due to the involvement of working with a Vulnerable Client Group all posts are exempt from the Rehabilitation of Offenders Act by virtue of the (Exceptions) order .Please note therefore that if you have any of the following convictions including cautions you need not apply for a position within the organisation

- Murder
- Manslaughter
- Treason
- Rape
- Kidnapping
- Sexual Offences
- Acts of Indecency
- Hostage taking, hi-jacking or torture
- Involvement in terrorism, espionage
- Firearms offences
- Racial or homophobic offences
- GBH
- Abuse or neglect of children
- Drug dealing
- Possession of Class A or B drug
- Abduction
- Conspiring or soliciting to commit murder
- Incest
- Controlling prostitution for gain

Assistant Support Team Manager – Autism **Cwmfelinfach**

There is vacancy for an Assistant Support Team Manager in our Autism service in the Caerphilly Local Authority area. You will need experience and knowledge of people with complex challenging behaviour (and/or autism) to contribute to the continued development of the support team.

The service provides daytime and home support under the 'Supported Living Model', combining the delicate balance between therapeutic and supportive approaches. You will have experience of developing; implementing and reviewing structured plans for people with learning disabilities who challenge service provision. Experience of using specialised programmes such as Teacch, pecs, visual structuring etc would be an advantage.

As the Assistant Manager, you will take the lead in supervising staff and supporting service users on a day-to-day basis. You will be confident and positive in your approach and able to develop staff in the effective implementation of individual support strategies. And be able to remain calm and reassuring when supporting tenants in complex and stressful situations.

Full induction, training and support will be provided. We also offer the opportunity to complete a TEACCH accredited training course and a nationally recognised qualification.

You should have experience of positive behavioural management techniques and working with people who may challenge the service we provide.

A full manual drivers licence and access to a car at all times is desirable as you will be required to travel across the organisational geographical area on a regular basis.

Further information about the role can be obtained by contacting the Fair oak Office on Tel: 02920 236216.

Person Criteria

Assistant Team Manager - Autism

Experience:

- A minimum of 2 years practical experience of supporting people with Autism
- 2 years experience supporting people who present complex behavioural challenges
- Team management experience
- Experience of developing, implementing and reviewing individual support profiles for people with Autism including visual schedules (TEACCH)
- Experience of implementing and monitoring systems that promote independence
- Experience of working alongside professionals
- Experience of working with families
- Experience of managing group processes e.g. team meetings

DUTIES, SKILLS & RESPONSIBILITIES

- Create and maintain a structured and predictable environment
- Demonstrate ability to work as part of a team and have strong leadership ability
- Ability to motivate others and evaluate individual responsibilities
- Ability to pass on skills relating to this tenant group
- Ability to role model and demonstrate best practice
- Ability to identify individual strengths and set objectives
- Ability to assess, priorities and delegate effectively
- Effective time management
- Daily finance management

KNOWLEDGE

- Have a broad perspective of autistic spectrum disorder
- Experience in developing and implementing individuals programmes using the principles of TEACCH
- Have an understanding of the sensory processing issues experienced by people with autistic spectrum disorder
- Ability to monitor and evaluate range of complex behaviours including awareness of obsessive/ritualistic behaviours
- An understanding and commitment to SRV and its practical implementation when supporting the person with autism
- Knowledge of Health & Safety at work
- Awareness of team/individual stress support

Attitude

- Respect for confidentiality
- Non-judgemental approach regarding behaviour, culture, sexuality etc
- Calm when faced with conflict/challenge
- Ability to develop a positive, supportive working environment
- Flexibility to provide hands on support dependent on shift patterns/tenant needs

Special Circumstances

- Physically fit and able to apply positive behavioural management techniques
- Participate in the delivery of Positive Behaviour Management training (after training/accreditation)
- Participation in out of hours rota, office duty, on call

OPPORTUNITY HOUSING TRUST
JOB DESCRIPTION

JOB TITLE: Assistant Team Manager

GRADE: Point 120 - 122

RESPONSIBLE TO: Support Team Manager

RESPONSIBLE FOR: Support Development Workers/Personal Assistants

HOURS: As stated in contract of employment.

BASE: As stated in contract of employment

JOB PURPOSE.

- To effectively manage service provision of support to service users in line with OHT's Operational Policy and Code of Practice.

MAIN DUTIES AND RESPONSIBILITIES

- 1. Responsibility to service users**
- 2. Personnel Management and support**
- 3. Communication and liaison**
- 4. Administration and budgets**
- 5. Organisational duties**

1.0 RESPONSIBILITY TO SERVICE USERS

- 1.1 To provide practical support day to day to service users and role model best practice
- 1.2 To co-ordinate implementation of individual planning mechanisms, including Active Support and management plans.
- 1.3 To encourage and enable maximum levels of independence identifying potential risk areas and taking action to minimise.
- 1.4 To tailor and adapt models of support to individual needs as appropriate and promote service user involvement in decision making.
- 1.5 To ensure confidentiality and promote civil and human rights.
- 1.6 To contact and liaise with relevant external agencies as required e.g. Benefits Agency, ISS, etc.
- 1.7 To provide support to comply with Tenancy Agreements and Housing Association Regulations.
- 1.8 To provide effective/appropriate financial support.

2.0 PERSONNEL MANAGEMENT AND SUPPORT

- 2.1 To provide effective line management and supervision of support/relief workers utilising the relevant competency framework where appropriate.
- 2.2 To be involved in the recruitment, selection and induction of appropriate staff.
- 2.3 To participate in the identifying and arranging of training for existing staff.
- 2.4 To promote and monitor individual and team development.
- 2.5 To address personnel issues in accordance with Human Resource policies and liaise with the Manager/HR Department when appropriate.
- 2.6 To act as a role model and maintain high standards of working practice.
- 2.7 To continually seek to develop knowledge and skills and manage time proficiently.

3.0 COMMUNICATION AND LIAISON RESPONSIBILITIES

- 3.1 To liaise with relevant departments in relation to issues raised e.g. Finance, Training, Human Resources.
- 3.2 To communicate relevant information/guidelines throughout the organisation.

- 3.3 To communicate and liaise effectively with service users, relatives, advocates and external agencies.
- 3.4 To develop and promote good working relationships with other agencies.
- 3.5 To participate in and chair meetings.

4.0 ADMINISTRATION AND BUDGETS

- 4.1 To maintain in-house administrative systems according to policies and guidelines.
- 4.2 To ensure accurate financial records are kept in line with OHT's finance policy.
- 4.3 To participate in the management of the budget.
- 4.4 To advise service users and staff of effective use of resources.
- 4.5 To maintain accurate personal records, on behalf of service users re: health, finance etc.
- 4.6 To ensure relevant monitoring systems are used as identified.
- 4.7 To maintain accurate and effective recording systems.
- 4.8 To maintain personnel records.
- 4.9 To co-ordinate staff rotas within resources.
- 4.10 To comply where necessary with the regulatory requirements of the Care Standard Act 2000.

5.0 ORGANISATIONAL DUTIES

- 5.1 To promote and maintain confidentiality in all areas.
- 5.2 To contribute to the development and promotion of OHT's Operational Policies.
- 5.3 To understand and demonstrate a commitment to OHT's Code of Practice and Operational Policies.
- 5.4 To undertake training as agreed with line manager.
- 5.5 To contribute to the development and presentation of in-house training where appropriate.
- 5.6 To contribute to and participate in internal and external monitoring and review systems.
- 5.7 To be aware of and comply with OHT's Equal Opportunities Policy.
- 5.8 To provide 'office duty' cover during working hours where appropriate.

- 5.9 To be prepared to work in any developments/bases within the operational area.
- 5.10 To be prepared to negotiate other duties and responsibilities commensurate with the post in light of changing circumstances.
- 5.11 To act up in the absence of the line manager.
- 5.12 To ensure that Health and Safety requirements are implemented.