

Job Description: Manager My Network Services

Our job description is in 2 parts. This first page applies to ALL staff who work at the Aldingbourne Trust.

The 3 levels (basic, stretch & magic) are our framework for providing the best support, whatever our jobs.

Magic- making a big difference
<ul style="list-style-type: none"> Actively supporting people with their dreams/wishes/potential - thinking beyond today Coaching others Learning from & celebrating success
Stretch – developing yourself
<ul style="list-style-type: none"> Self development - a willingness to step outside of your comfort zone Learning/questioning/finding out - are there better ways of doing something? Working with others in a mutually supportive, professional manner - not just the usual suspects - knowing your local community, linking people with learning disabilities/autism/lifelong conditions, colleagues & volunteers to improve opportunities, contacts, networks & results Actively seeking, hearing & acting on feedback Challenging complacency & poor performance Reviewing/planning/ your own work & doing what you say you will Sharing your skills/coaching others across the Trust Supporting change, able to identify & overcome barriers
Basics – the fundamentals, these must happen
<ul style="list-style-type: none"> Understanding & actively supporting the Trust's values, aims & policies through your own actions Supporting people to become as independent as possible. Demonstrating genuine respect for people with learning disabilities/autism/lifelong conditions, keeping people, places & items safe, using risks as opportunities Listening, respecting other viewpoints. Maintaining confidentiality Self awareness - mutually supportive relationships, dealing with stress, taking holidays, not building up liew time, asking for advice and/or support Good time keeping, attendance & reliability. Sharing information & your views, suggestions/ concerns. Communication & paperwork up to date & accurate, courteous, accurate & concise Being a role model - you aren't expected to be perfect, but you are expected to act with integrity within and outside the Trust Spending wisely, stopping and reducing waste.

This section of your job description is specific to your job role. We think every job has some fundamental skills which fit with what we believe people need to be good at in order to provide the best support.

Risk taker:-	Networker / Bridgebuilder:-	Coach:-
Risks seen as opportunities & threats. Gets basics right – e.g. medication, safeguarding, health & safety.	Knowing who can/will fulfil needs outside of the "usual suspects". Asks, seeks, finds out. Familiarity with Trust vision & values.	Supporting people to take responsibility and action, encouraging free thinking, listening & questioning skills, non-judgemental
Support provider:-	Teacher:-	Adventurer:-
Arranging support, clear plans, outcomes, monitoring, admin & organisational skills, meeting regulatory requirements	Learner centred. understanding of pace, resources and learning. Not prepared to give up. Will try different approaches.	Creative, beyond status quo, able to step out of comfort zone, listening, understanding people, overcoming resistance & complacency
	Mediator:-	
	Advocating, listening, moving out of "I know best culture". Resolves conflict, does not avoid conflict	

Detail of your job description

Project:	My Network Plus and My Network
Job Title:	Manager My Network Services
Work Location:	Working in the community, with bases in Worthing, Bognor Regis & Chichester (regular travel required)
Directly responsible to:	Head of Support
Overall responsible to:	The Managing Director, Aldingbourne Trust

General purpose:

The My Network Plus/ My Network service is a key project within the Aldingbourne Trust providing prevention services via information, advice, guidance and support to people with learning disabilities/autism/lifelong conditions and their carers. We work in a consortium, with Aldingbourne providing services in Bognor Regis, Chichester & across the coast from Littlehampton, Worthing to Shoreham.

The purpose of this role is to promote empowerment and independence in the people we support by, for example, signposting to community/mainstream services, supporting them to maintain their tenancies, managing their benefits, finances, supporting people to attend health appointments, as well as providing opportunities for people we support to socialise thereby reducing social isolation.

There are 2 types of service we provide:-

My Network services; sessions are offered in community based venues. People can drop in to these sessions to get information/advice/guidance. Some sessions have guest speakers and topics of interest.

My Network Plus service: is a referral only service for people who will benefit from focused, flexible support. This work tends to be in the community, in people's homes or meeting at the My Network venues.

Your role is to co-ordinate support services for My Network Plus caseloads across Worthing, Bognor Regis & Chichester & to support the My Network co-ordinators in Bognor Regis & Chichester. You will provide some direct support – mainly in the Worthing/Lancing/Shoreham area.

Main duties:

Support Provider

- Self-manage and prioritise work to ensure an efficient service.
- Balancing caseloads while maintaining contact with people supported by the services
- To ensure that we maintain the correct paperwork and records, including the production of reports.
- To keep support plans & case note information up to date.
- Respond to requests for information/clarification from colleagues and organisations we work with, including the County's Lifelong Services Teams.
- Follow agreed procedures for the safeguarding & handling of people's finances.

Networker / Bridgebuilder

- Co-working with other professionals, teams within the Aldingbourne Trust & within the Network West Sussex consortium
- Build strong relationships with members
- Build and maintain an extensive knowledge of the local community
- Identify and research local support & opportunities
- To deal with telephone and general enquiries as appropriate.
- Work with the management and staff to maintain accurate information, including the production of reports.
- Effectively participate in staff meetings, training courses and seminars.
- To actively promote the Trust, engage with the community and positively raise awareness about everything we do.
- To actively share job opportunities, marketing messages and fundraising events within you day to day network.
- To communicate any relevant contacts, networking groups, enterprising opportunities or ideas you have to your manager for consideration.

Coach

- Help people solve their own issues when appropriate, encourage independence and resilience.
- Help people to build capacity in life skills such as cooking, managing their finances.

Mediator

- Communicate with external organisations and Aldingbourne Trust projects.
- Maintaining contact with MN+ members and MN members
- Build and maintain positive working relationships with colleagues, members, adult social care, health workers and other organisations you work with
- Identify & manage any conflict, deal with any concerns/complaints in a professional and timely manner

Risk Taker

- Risk taking in this context is about trying new approaches, not about risking My Network + or My Network members, or staff or volunteers.
- Ability to problem solve and unpick complex situations, eg, multiple issues of debt, housing, relationships, benefits
- To work within all Health & Safety requirements, preparing and reviewing risk assessment as required, ensuring that all duties are performed within the statutory Health & Safety requirements.

Teacher

- Working knowledge of welfare benefits.
- Support people with basic IT Support
- To be familiar with and implement the values of The Aldingbourne Trust.
- Demonstrate best practice provision of information, advice and guidance to colleagues
- Able to effectively lead and supervise groups of people

Adventurer

- Help people to become as independent as possible and use mainstream services
- Personal flexibility to support people as and when they require help.
- To step out of comfort zone, to explore & consider innovative approaches to meet the Trust's objectives
- Consider the use of technology in enhancing performance
- Promote My Network +, My Network and the Aldingbourne Trust an employer and service provider of choice
- Ensure you maintain a programme of continuing professional development.

Additional Duties and requirements:

- To perform any other duties that are commensurate with the post and may be specified from time to time by the organisation.
- This post is a regulated activity. As the post holder, you will be expected to undertake a DBS check, at enhanced level and against the Adult Barring List. Regulated activity (adults) as defined by the Safeguarding Vulnerable Adults Groups Act 2006 from 10th September 2012, for the purposes of this post are: assistance with general household matters, conveying people. We have assessed this post and are satisfied that it is reasonable and likely that the post holder will be required to engage in any or all of these regulated activities.

The Person Specification: Manager My Network Services

Essential:

- Excellent IT skills, including basic excel, using skype/face time & similar apps. Good research skills in order to research local support and opportunities
- Ability to self manage and prioritise
- Excellent communication skills including interpersonal and written skills with experience of writing reports and letters
- Excellent organisational skills, including balancing a caseload and maintaining contact with people supported by the services
- Flexible (not a 9-5pm job) with some out of hours work required
- A working knowledge of welfare benefits.
- Ability to pay attention to detail
- Creative and lateral thinker, to help people to become as independent as possible and use mainstream services
- Ability to problem solve and unpick complex situations, eg, multiple issues of debt, housing, relationships
- Knowledge of the local community – particularly the Worthing/Lancing/Shoreham area.
- Excellent organisational skills including ordering supplies, maintaining databases and maintaining contact with people supported by the service
- Excellent co-working with other professionals, teams within the consortium
- A motivational and inspirational leader able to lead groups with differing abilities and be able to manage challenging behaviour when necessary
- Full Drivers licence and access to a car

Desirable:

- Relevant qualification (e.g. IAG, Social Welfare, Communication or Social care)
- Relevant experience of benefit work eg writing submissions, or representing individuals at tribunal
- Experience of working with people with learning disabilities/autism/lifelong conditions.

Last Updated:

January 2020

Terms and Conditions: Manager My Network services

- 37.5 hours per week (Monday to Friday).
- Salary £25,141.76 - £26,390.98 (starting salary dependent on your skills and experience)
- Pension: The Aldingbourne Trust offers a contributory pension scheme.
- Life Assurance: x2 your annual salary.
- Annual leave: 33 days in each year including Bank Holidays. 1 extra day per annum after 5 years of service, up to a maximum of 5 extra days after 10 years, pro rata for part time staff
- Sick leave: After the first month's service, 2 weeks at full pay in a rolling 12 month period (pro rata Part Time)
- Emergency family care/carer's leave: Up to 6 days per annum (pro rata Part Time)
- Bicycle voucher scheme.
- Counselling Service.