

# Recruitment pack

## Support and Development Manager

North Lanarkshire



Learn more and watch some amazing films at [key.org.uk/careers](https://key.org.uk/careers)



“

Helping individuals to  
live as full a life as  
possible and knowing I  
can make a difference to  
that person's life for the  
better”

# Welcome

Thank you for taking the time to explore this exciting opportunity within Key.

This is a truly amazing role, and you will join and lead a team that ensures we make every day matter for the people we support.

The support we deliver provide enabling disabled people to live full and active lives is why we exist and what motivates us every day.

It can also be a challenging role, and you will be supported by the Area Manager and a wider group of leadership colleagues.

If you're ready for an amazing challenge, then we would love to hear from you!

**If you would like to find out more, please contact, Tricia Connolly, Area Manager on 07500972639, or by email on [tricia.connolly@key.org.uk](mailto:tricia.connolly@key.org.uk)**







## Introducing Key & Community lifestyles

At Key and Community Lifestyles, we provide person-centred support to over 2,000 disabled people, across 17 Scottish local authorities, to enable each person to lead full, active lives in their own homes and communities.

The people we support have significantly varying life experiences and needs and range from young people still at school through to people in their 90s. Key is also a specialist Registered Social Landlord (RSL) providing over 700 homes specially designed for disabled people and those with long term support needs.

## Participation & TAG

Our roots are central to who we are. The foundations of our organisation were laid by a passionate, committed group of parents who, at a time when home for many disabled people was a long-stay institution, believed that their sons and daughters had the right to lead a full life in their own communities, close to families and loved ones. We hold true to these original values today.

The inclusion of people we support is fundamental to our organisation and we work closely, through a service level agreement, with The Advisory Group (TAG), a Scottish Charitable Incorporated Organisation, which is run by and for disabled people. Through our partnership with TAG, disabled people have direct input to developing our organisational priorities, our governance structures and ensuring the quality of our support.

For more information on TAG:

[The Advisory Group - Welcome To TAG](#)



## Introducing Key & Community lifestyles

Key is committed to developing high quality, flexible services which support people with a range of disabilities and complex needs to enjoy life to the full as active citizens within their communities.

Our workforce is compassionate, talented, and committed to providing high quality, personalised support so that people can live full, active lives in their own homes and communities.

Respect for the fundamental dignity of each and every person, regardless of the level of support they require, lies at the heart of our organisation, as do the principles of choice, control, participation, and inclusion.

Our services in North Lanarkshire are commissioned by North Lanarkshire Council and we have been part of these communities for over 30 years, supporting people lead their best lives.



**2,000**  
disabled people supported



**17**  
Local authorities



**700+** homes



Over **2,000** staff



**500**  
people on staff relief register



**68,000**  
support hours every week



**1,000**  
people supported with  
personal budgets



**74%**  
of our workforce are female



## About the role

We are excited to be recruiting to this full-time Support and Development Manager position, which is a crucial leadership role within our North Lanarkshire services and our continued commitment to SDS.

We are seeking a highly motivated, confident, and enthusiastic individual for this role, with excellent leadership qualities and a commitment to personalised support that helps people lead their best lives.

You will work closely with the designated Area Manager to manage and develop highly individualised support services within a specific geographic area.

We currently provide support to 131 amazing people and this post will help us develop and grow our services across North Lanarkshire.

As Support and Development Manager you will:

- Assist in the design and development of new and existing services to creatively meet the support needs of people with disabilities within the specified geographic location.
- Provide positive leadership and management which enables small teams of workers to deliver and continually improve high quality support in line with people's needs, agreed outcomes, aspirations, and their SDS individual budgets.
- Ensure all services are managed within our policies, practices, and quality assurance systems, operating within the Health and Social Care Standards, Codes of Conduct and Health and Safety legislation.

**Now is an exciting time to be part of the people we supports' lives, and to join our team, so we really want to hear from you!**



# Job description

## FOR PEOPLE WE SUPPORT AND THEIR FAMILIES AND REPRESENTATIVES

- Develop individual person-centred planning processes that ensure that each person's support is outcome based, tailored to their individual requirements and delivered within their individual budgets.
- To ensure that individuals are provided with the best possible support and opportunities to enjoy a fulfilling lifestyle within safe parameters, ensuring that any risk issues are fully addressed.
- To creatively develop local community support networks and individual support circles that, where possible, reduce the dependency of individuals on paid support.
- To promote a positive culture and processes that enable people we support (and their families/representatives) to understand their support options and participate appropriately in all decisions affecting their support.
- To ensure that people we support, and their families have adequate financial information and support to understand how their Individual Budget is being managed where an Individual Service Fund is in place.
- To ensure that all individual services are regularly reviewed to monitor the quality of support provided and ensure they are responsive to changing needs, wishes, aspirations and opportunities.

## FOR PEOPLE WHO ARE POTENTIALLY WISHING TO USE OUR SUPPORT SERVICES (AND THEIR FAMILIES AND REPRESENTATIVES):

- To ensure that good quality information is available locally to people who may be interested in using our support services.
- To meet with people who potentially wish to use our support services (and their families/representatives) and discuss the service which we can offer and the options that may be available within the geographic area.
- To design and develop individual Outcome Based Support Plans in line with people's individual budget and personal requirements.
- To liaise effectively with commissioning staff and other multi-agency representatives in relation to support applications/referrals.

## WITH WORKERS:

- To participate in and sometimes co-ordinate person centred recruitment and deployment of contracted and relief register workers to ensure effective support delivery in the area.
- To manage local induction, supervision, and performance appraisal of workers in the area.
- To lead, supervise and support the local management team to manage small teams of workers to competently deliver high quality outcome-based support to individuals (This will include provision of 'out of hours' support).
- To help all workers and teams operating in the area to confidently support people in a person-centred way and ensuring that workers have the specific knowledge and skills to meet the individual requirements of the people they support.
- To develop a culture of creativeness, openness and professional accountability in line with the Codes of Practice for all social service workers.

## OPERATIONAL MANAGEMENT:

- Work in close partnership with the designated Area Manager to develop local practice, systems and procedures that reflect personalised individual support services with appropriate accountability for both individual and service budgets.
- Manage the service within our operational procedures to meet the Health and Social Care Standards, Health and Safety legislation and requirements of the Care Inspectorate.

## GENERAL:

- Liaison with relevant professional agencies in the area and in particular work closely with care managers and commissioning staff.
- Work in partnership with other individuals and community groups to maximise community opportunities for people we support.
- Being accountable for the quality of your own work and learning, thereby maintaining and improving knowledge and skills, while at all times operating within the Codes of Practice for social service workers.
- Any other duties consistent with aims of the post as required.

# Person specification

**We are seeking someone who is confident in leading social care services, loves supporting people in their own homes and communities, and has experience leading and managing teams.**

You will also:

Demonstrate a commitment to individuals, enabling each person to live a fulfilled life and achieve their dreams and aspirations with a clear focus on outcomes.

Work collaboratively with a range of stakeholders, including family carers and other professionals and have excellent communication skills.

Keep teams positive and support people through their more difficult times.

Assist in harnessing community assets and maximising independence.

Work positively and flexibly as part of a busy management team, prioritising and delegating effectively.

Have excellent organisational skills and an ability to maintain and develop a number of systems and processes relevant to the role.

Commit to your own personal learning and development as well as of your team.







## What you'll receive

- **Full time** (39 hours per week), permanent role
- Salary - **£44,192 - £46,501** (pay award pending)
- Annual leave - 33 days plus five public holidays per year
- Defined contribution pension
- Employee Assistance Programme offering free confidential counselling, advice, and support
- Cycle to Work Scheme
- Free access to Occupational Health Support
- Credit Union Membership
- Blue Light registration offering a range of discounts and savings

## What our staff say about us

Our staff are an incredible group of people. We regularly engage with them to understand how they feel about their job.

The good news is that feedback is consistently positive. Let's take a look at what some of them have said when asked what's the best thing about working for our organisation.

**95%**  
of staff survey  
respondents said  
they were proud to  
work for us

“ Seeing the people we support happy and working towards the outcomes which are person centred round their choices and wishes.”

“ Feeling that I am valued and able to make a difference in people's lives.”

“ Helping individuals to live as full a life as possible and knowing I can make a difference to that person's life for the better”

“ I love doing my job and the network of people who we support every day.”



# How to apply

If you think this is the job for you, and you've got the knowledge, skills and passion we are looking for then please complete our:

- **Application Form**; and
- **Personal Profile** - this will be shared with people we support who will be actively involved in the recruitment process

As a Disability Confident Employer, we very much welcome applications from disabled people. We do not request information about specific health conditions or impairments at this point in the recruitment process.

However, we commit to interview all disabled applicants who meet the minimum criteria for this role. The Equality Act (2010) indicates that: A disabled person is defined as someone with a physical or mental impairment that has a 'substantial' and 'long-term' effect on their ability to do normal daily activities.

If you are a disabled person and wish to inform us of this so that we can fulfil this commitment to you, please indicate this in your email when you submit your application.

Send your application to [jobs@key.org.uk](mailto:jobs@key.org.uk)

The closing date is midday on 1<sup>st</sup> July 2024.





## What to expect at an interview

We believe that people we support should be involved in all aspects of our work, including the recruitment of those that work for us.

Our selection process has been designed to ensure that there is the opportunity for you to share your skills and experience with a panel of people we support to ensure that we have a position of shared decision making in all that we do.

We expect interviews to take place on 24th and 25th July 2024.