

## Job Profile

|                        |                             |
|------------------------|-----------------------------|
| Job Title              | Community Wellbeing Manager |
| Reports to (job title) | Operations Manager          |
| Job Reference No.      |                             |

## The job in a nutshell...

Leading a team, you will ensure our customers live in a safe, supportive environment, which contributes to improving and/or maintaining their overall health and wellbeing. You'll take responsibility for the management of our scheme in line with our customer promise including facilities, repairs, provision of housing services, e, and community engagement. Finally, you'll be part of a wider management team, who will all work towards the same goal - having a Brilliant Community Wellbeing Scheme.

## What success will look like...

Working as part of a multi-agency team to support our customers, you're a natural collaborator and build great partnerships with your key colleagues. Primarily working in partnership with the onsite Registered Manager, together you'll maintain our CQC regulatory standards and other areas of compliance. You'll engage with other Home Group colleagues such as our New Models of care team, customers' social workers and other health professionals. You'll also work collaboratively with our key external partners on site such as our caterers, hairdressers etc especially where there is a dual responsibility for safety onsite, to ensure safe and high quality customer service

You'll manage and motivate a team of Home Group colleagues who will be responsible for the running, maintenance and housing management of the scheme. You'll motivate your team to make every customer interaction as brilliant as possible, ensuring 'added extras' are the norm for our customers.

Together with your team you'll promote and encourage an environment where a range of meaningful activities and events are facilitated for our customers to join in. These activities promote our customers wellbeing, and enable them to maintain their independence, choice and dignity, leading as full and active a lifestyle as possible.

You will work with the local community, to promote the inclusion and use of the communal space and services available within the scheme (café restaurant/hairdressers) for public use.

OFFICIAL

You'll ensure the building is maintained to agreed standards, working in partnership with a variety of internal Home Group teams including maintenance, procurement, legal and external suppliers and partners.

### You'll already have these brilliant skills, qualifications and knowledge...

You apply the principles of brilliant "Housing Management" including managing schemes of varying sizes, tenure types, numbers and complexities which will include looking after leaseholders, communal spaces and the grounds, where we have them in situ.

You have knowledge of the health and social issues that affect our specific customer groups such as Learning Disabilities, Re-ablement and Mental Health

You're experienced in working with external stakeholders and commissioners to monitor and continually improve service delivery.

You are comfortable ensuring 100% compliance with all Health and Safety criteria within the scheme and by all who live and work there.

### We'd also love you to have, or be brilliant at... (but don't worry if not)

You've got knowledge and experience of CQC requirements

You have a track record of supporting colleagues to develop and grow within their roles.

You have the ability to use technology to improve efficiency

### We're all accountable for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

### Other important stuff...

You'll be a budget holder? No ☐ Yes ☒... between £50 – 550K

You'll manage people? No ☐ Yes ☒... between 2-10 direct reports

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☐ Regular ☒ Frequent ☐

OFFICIAL

# Brilliant ★ People

At Home Group, every colleague lives and demonstrates our values and brilliant people behaviours as part of their role.



OFFICIAL

That's when it hits home  
[www.homegroup.org.uk/careers](http://www.homegroup.org.uk/careers)