

ROLE	Assistant Manager - Supported Living
HOURS OF WORK	80 hours per fortnight
SALARY	£29,744 per annum
REPORTING TO	Service Manager
DATE OF ISSUE	January 2026

About The Stable Family Home Trust

The Stable Family Home Trust is a values-led organisation where people always come first. Our main purpose is to support adults with learning disabilities to develop the skills and confidence that enable them to live their lives as independently as possible; to participate in their local communities and be valued for the extraordinary contribution they make to our society. We run a varied and exciting day services programme from our three sites in Christchurch, Ringwood and Southbourne, and run supported living and residential living services in Southbourne and Ringwood.

The Trust is a Registered Charity established in 1980 by a group of families whose young adult children had learning disabilities - we now support over 100 people every year.

OUR MISSION STATEMENT

People are the foundation of our society and we believe that everyone has a role to play in its success, and our commitment is to support people with learning disabilities to be recognised for their contribution.

OUR VISION

Our vision is a world where people with a learning disability have the same rights as everyone else, have access to the same opportunities as everyone else and receive the support they need, in the way they need it, so that they can live happy, healthy, productive lives as independently as they can.

We believe that every person who uses our services should be supported to achieve their ambitions in a way that celebrates their individuality and uniqueness. Our person-centred approach is inclusive of all and gives our service users the skills and confidence to be ambitious and participate in new opportunities that broaden and enhance their lives.

Our core values and shared objectives are rooted in our belief that every person we support is a valuable member of our society and are equal to everyone else within it.

OUR VALUES

- **Choice** – giving everyone the information they need to make good choices
- **Collaboration** – with our communities to increase participation and achievement
- **Respect** – an environment where everyone is seen, heard and valued
- **Safety** – safe services run by safe people in an environment where everyone is able to speak out without fear
- **Trust** – embracing accountability, honesty and openness at every level across the organisation

About the Role

As Assistant Manager you will help provide day to day and one to one support to service users in the supported living houses, ensuring that the support meets the high standards expected by the Trust, and enables our service users to live their lives with independence as a valued member of their local community. Your management responsibilities include providing line management and support to the support team, and being the first point of contact in the house you supervise for all service user concerns and issues and any issues relating to employee relations.

Key Responsibilities

1. Participate in the day to day social programme within the house and encourage staff team members to participate and support service users to access meaningful community-based activities and opportunities.
2. Provide appropriate assistance to service users with all aspects of their daily living.
3. Support service users with travelling to and from home for social activities and appointments.
4. Ensure that all service users receive the appropriate levels of support from external health and welfare services.
5. Advocate for service users when their support needs change to ensure that they continue to receive the appropriate support from statutory services.
6. Ensure that risk assessments are in place for all service users, that they are regularly updated and that all staff team members understand how identified risks are to be managed.
7. Carry out monthly audits of service users' finances to ensure that they are managing their finances appropriately, and offer advice to help them manage their money more effectively.
8. Administer, manage and audit medication in accordance with organisational policies and procedures.
9. Lead on the organisation of resident meetings, ensuring that service users are encouraged to participate, and are given the opportunity to add anything they would like to raise for further discussion to the agenda.
10. Oversee the staff team and provide one to one supervision and on the job support and supervision and performance management support when required.
11. Act as a Nourish 'super user' ensuring that accurate records are maintained on the system, weekly checks for alerts and actions are carried out and regular reports are run for the Service Managers and the Head of Supported Living.

12. Ensure handovers are completed properly and all support plans and risk assessments are regularly reviewed and updated on Nourish.
13. Ensure that all required documents are scanned and saved onto service user files.
14. Plan and chair regular staff team meetings, ensuring that all staff are able to participate, and ensure that accurate minutes and details of any actions required are recorded.
15. Work closely with the Service Managers to identify and cover any gaps in the rota.
16. Work closely with the Service Managers to manage service expenditure within the agreed budget.
17. Ensure that health and safety procedures are implemented, including fire safety checks and fire drills, COSHH processes and infection control procedures.
18. Assist the Service Manager to respond appropriately to any complaints received from service users, their families and third parties, such as neighbours.

General Responsibilities

1. Be responsible for your own health and safety and contribute to the overall management of health and safety requirements across the organisation and comply with all the requirements of the Health and Safety at Work Act 1974 in relation to your responsibility for the health and safety of others.
2. Comply with all the requirements of the Data Protection Act 2018 and the General Data Protection Regulations 2018 to ensure the appropriate management of personal and sensitive personal data.
3. Comply with all safeguarding policies and procedures in relation to reporting safeguarding concerns and follow all safety plans that are implemented to manage safeguarding concerns to ensure the safety and wellbeing of service users.
4. Proactively promote the Trust's Diversity, Equity and Inclusion policy to ensure inclusion and equity for all of our people.
5. Respect the right to privacy and the confidentiality of all people using our services, including their families and carers, and maintain appropriate levels of confidentiality relating to colleagues, volunteers and any other person involved in the work of the Trust.
6. Support fundraising events and activities to support the development of the services the organisation delivers when required – this may include evenings and weekends.
7. Positively promote the work of the Trust when attending external meetings, events, and training courses.
8. Attend all training and development opportunities provided by the Trust to support you in your role.

PERSON SPECIFICATION

A - Application (used for shortlisting); I – Interview

Essential Experience	
Experience of working in a supervisory capacity in a supported living or residential provision, or similar	A/I
Experience of working with adults with learning disabilities and co-existing mental health problems	A/I
Responding to challenging and difficult situations, and emergencies in a residential setting.	A/I
Developing and implementing programmes of activities	I
Implementing adult and child safeguarding and protection processes	A/I
Providing supervision and one to one support to staff team members	I
Partnership working with other agencies involved in providing support services for people with complex needs.	A/I
Using Case Management Systems for data and outcome recording	A
Essential Knowledge/Skills	
Knowledge of different types of learning disabilities and how to provide support that is tailored to individual needs	A/I
Ability to intervene in challenging situations and minimise escalation of behaviours	I
Ability to advocate for people facing multiple disadvantage and discrimination	A/I
Knowledge of local authority safeguarding processes for adults and children with vulnerabilities	I
Ability to cope in stressful situations with minimal supervision	I
Ability to manage a varied workload and prioritise activities and responses in order of importance	A/I
Desirable Knowledge/Skills	
Recognised qualification in a social care field	

Competencies

- **Collaboration:** Ability to develop and maintain working relationships internally and externally
- **Communication:** Ability to communicate information clearly in different formats to service users and colleagues
- **IT Literacy:** Ability to use IT systems for the purposes of email and data management, and to use basic software packages including Microsoft Office (Outlook, Word, Excel, PowerPoint)
- **Line Management:** Ability to provide, fair and motivating line management and support to people

- **Proactive:** Self-motivated with a reliable approach to timekeeping, a positive approach to problem-solving and able to work independently or with minimal supervision when required
- **Systems driven:** Ability to improve processes and develop systems to improve efficiency

Other Information

We are strongly committed to ensuring equity and inclusion to ensure the voices of our users and beneficiaries are represented across our organisation to impact on our strategic aims, vision and mission. We particularly welcome applications from people with disabilities, people of colour and people from different socio-economic and educational backgrounds.

Safer Recruitment: Safe recruitment is central to the safeguarding of our service users. As part of recruitment, we carry out a vetting and barring check for those successful at interview, but this does not necessarily exclude applicants with convictions. The DBS check for this role will be at **Enhanced with Barred** check level. Failure to declare any relevant information that is later provided by the Disclosure and Barring Service, may result in any offer of employment being withdrawn.

This post is an essential car user post so you must be a car owner with a full UK Driving Licence and appropriate business insurance.