

# Resident Partnership Manager Operations – Care & Support

Overview	
<b>Role Purpose</b>	Lead on resident involvement across care & support
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>Care &amp; support resident involvement strategy</li> <li>Communications to care &amp; support residents</li> <li>Care &amp; support resident forum</li> <li>Involvement of residents in recruitment and procurement</li> <li>Resident satisfaction survey procedure for care &amp; support</li> <li>Activities and wellbeing initiatives for care &amp; support residents</li> <li>Care &amp; support resident wellbeing fund</li> </ul>
<b>Reports to</b>	Head of Service Development
<b>Line management</b>	<ul style="list-style-type: none"> <li>TBC</li> </ul>
<b>Tier</b>	Tier 7
<b>Expectation Level</b>	Team Manager
Role relationships	
<b>Internal</b>	Care & support staff at all levels, communications, resident experience, procurement, HR
<b>External</b>	Residents, commissioners, support providers, charities, suppliers, sector experts

Role accountabilities
<ul style="list-style-type: none"> <li>Develop and implement a resident involvement plan which supports both NHG's resident strategy and vision, and care &amp; support's aspirations to support the wellbeing of our residents</li> <li>Manage the care &amp; support resident forum, ensuring involvement of a diverse representation of residents</li> <li>Manage the care and support Impact Fund ensuring it is used to reduce hardship, social isolation, improve digital inclusion, and deliver health and wellbeing outcomes.</li> <li>Lead on communication with care &amp; support residents, working with the communications team</li> <li>Work with the service development officer to manage our partnership strategy so care &amp; support is connected with reputable community stakeholders</li> <li>Ensure the provision of activities to our residents which enrich their lives and wellbeing, e.g. improving their mobility, mental health, or digital inclusion</li> <li>Support resident-facing staff to engage and consult meaningfully with their residents, for example via coffee mornings, activities, informal meetings, written communication, and resident meetings</li> <li>Meet residents face-to-face by travelling to schemes across London and Essex</li> <li>Develop and monitor success measures to ensure resident involvement is meaningful and drives measurable service improvement</li> </ul>

## Role accountabilities

- Ensure that residents who participate in involvement activities understand the value of their contributions
- Ensure that feedback from resident engagement is captured and shared with care & support staff and our residents
- Develop scheme-level resident satisfaction surveys, support operational colleagues to implement their use, and link findings to improvement action plans.
- Maximise opportunities for care & support's residents to engage with and influence business decisions, including in recruitment of care & staff and relevant procurement projects
- Work with the Head of Resident Engagement to ensure work is complimentary and that resources are used to be effect
- Horizon scan for best practice of resident engagement in supported housing, feeding back to care & support senior management team

### General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Ensure that you undertake any corporate responsibilities as required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

## Personal Specification

### Experience

#### Essential

- Experience working with customers to achieve meaningful outcomes
- Experience organising and facilitating resident meetings
- Experience delivering innovation and change programmes to meet business needs and leading service improvements
- Experience preparing and delivery high quality written reports and presentations

#### Desirable

- Experience managing customer engagement or internal communications in a large organisation

### Professional expertise (know how & experience)

#### Essential

#### Desirable

- Understanding of supported housing and best practice when working with vulnerable people
- Knowledge of statutory and regulatory requirements with regard to involving and empowering supported housing residents

### Skills

#### Essential

#### Desirable

<ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Budgetary management</li> </ul>	
<b>Qualifications and/or professional membership</b>	
<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• CIH or other housing related qualification</li> </ul>

## NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a **Team Manager** expectation level and therefore you should refer to the **Team Manager** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

## Safeguarding

Any appointment to this post is conditional upon and subject to:

- Enhanced certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)