Building homes, independence and aspirations

Job Profile

Job Title	Community Wellbeing Manager		
Job Reference No.	HOMEJD721	Date of issue:	July 2026

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.

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**...**

Transferable Skills.	Technical qualifications, experience and knowledge.
We get where our customers are in their lives • Walk in our customers shoes • Advocate for our customers regardless of who they are and amplify their voices • Recognise each customer is different and adopt a flexible, personal approach	**Experience** • You're experienced in working with external stakeholders and commissioners to monitor and continually improve service delivery. • 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.
We are intuitively collaborative • Work with others as part of one Home Group team • Mentor and shadow others to share knowledge • Work together to understand how our strengths compliment each other in achieving our goals	**Knowledge** • You have knowledge of the health and social issues that affect our specific customer groups such as Learning Disabilities, Re-ablement and Mental health
We are organisers and drivers • Be positive and enthusiastic to drive work forward • Be authentic • Have the confidence to challenge performance or behaviours not in line with our values	**Line Management experience** • Experience leading a team

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 to be the best you can be. This includes understanding and keeping up to date with all 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. Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff…

Budget Holder	Yes	Circa £50- £550k	
Manages People	Yes	Between 2 – 10 direct reports	
Travel	Regular	Driving Essential	Yes
DBS	Enhanced with barring		

