



THE SHELTERED HOUSING NETWORK

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The National Diploma in Managing Sheltered/Supported Housing Services (Nationally Accredited at Level 4)



REASONS TO STUDY with SHN for the NATIONAL DIPLOMA IN MANAGING SHELTERED/ SUPPORTED HOUSING:

The course is delivered through a flexible learning programme supported by study days or by distance learning, allowing students to study in a way that suits their individual requirements.

Students are provided with tutorial time at all study events giving them clear guidance and an opportunity to clarify any points they are unsure of regarding the course or their studies in general.

There is an on-line support service for students as well as telephone tutorial support between study events.

Students will have access to regional and national student support groups through e-mail, on-line conferencing and telephone networking.

Students are informed of the results of their assignments within 10 working days of the set submission date either by e-mail, text messaging or post (whichever is preferred by the student).

The curriculum is designed to ensure that content is relevant and topical, covering current and future issues related to supported/sheltered housing and control centres.

Students have the opportunity to attend additional study days on a range of relevant topics at any of our regional training centres at 50% reduction of the normal cost.

This course is designed to meet the ever changing demands made on managers working in a range of specialist housing services including sheltered & supported housing and allied professions. SHN are currently applying for accreditation to run this course regionally across the country.

On successful completion of the course students will obtain a nationally accredited award at level 4

Studying with SHN will automatically qualify you for Associate Membership of SHN and all the additional benefits this carries (visit our web site to discover the many benefits available to SHN members).

Please contact us for further information about dates and venues of this course by either:

E-Mail: info@shn.org.uk Phone: 0870 467 0646 Fax: 0871 994 1791

Supporting those involved in the provision of sheltered housing **Developing** a positive attitude towards the benefits of sheltered housing **Promoting** the professional status of staff working in sheltered housing

COURSE CONTENT:

Module One

General Management Issues in Relation to Sheltered / Supported Housing

Covers:

- Considering the overall purpose and function of sheltered / supported housing services
- Current and future models of sheltered / supported housing services
- Legislation and policy that impacts on the delivery of sheltered / supported housing services
- Evaluating the sheltered / supported housing environment in relation to its effectiveness and fitness of purpose
- Ensuring equality of service delivery to service users

Module Two

Effective Management of your Work

Covers:

- Defining The Task
- Planning And Preparing For Action
- Organising Your Department
- Controlling For Quality
- Motivation (yourself and others)
- Setting Targets And Agreeing Deadlines
- Delegating work to others
- Monitoring and evidencing your own effectiveness
- Identifying your needs for support and training

Module Three

Managing and Supporting the Staff Team

Covers:

- Interviewing Skills
- Induction of Staff
- Staff Supervision
- Appraising Staff
- Giving Feedback
- Monitoring For Quality Performance
- Building and Motivating the Team
- Setting Standards And Agreeing Targets
- Communicating with staff in a Dispersed Setting
- Managing Confrontation
- Understanding the Disciplinary and Capability Process

Module Four

Managing & Monitoring Service Provision of Sheltered / Supported Housing Services

Covers:

- Defining Local Needs and Requirements
- Consultation with Service Users and other Stakeholders
- External factors that influence the delivery of service
- Ensuring the planned service meets the diversity and needs of all
- Understanding Service Standards and their purpose
- The function of Performance Indicators
- Setting targets to match defined service standards
- Using performance indicators to monitor the effectiveness of service delivery
- Developing clear policy and procedures

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Module Five

Managing Information

Covers:

- Defining Information Needs
- Evaluating Information
- Sources Of Information
- Obtaining Information
- Storing Information
- Developing and Using Storage and Filing Systems Effectively
- Making Sense Of Information
- Passing On Information
- Choosing The Method
- Communicating Information In Writing, Verbally, Visually And With Technology
- Communicating effectively to staff working in a dispersed setting
- Using Information To Make Decisions
- Managing By Sharing Information

Module Six

Managing Finance

Covers:

- What Is Financial Information?
- Managing The Resource Of Cash in Sheltered / Supported Housing
- Constructing And Analysing A Balance Sheet
- What Is Cost?
- Costing Materials, Labour, And Overheads
- Budgetary Control Systems
- Operation Of Budgets
- Differences Between Plan And Actual
- Making Comparisons
- Sources Of Information

The course will focus on students utilising and developing effective **Project Management Skills** within the assessed work, enabling them to further expand their effectiveness in the area of project management.

Students assessment of ability and competency will be through a continuous assessment process throughout the course enabling students to obtain a clear understanding of their current achievement and to plan their course work accordingly.

There will be five pieces of assessed work that students will need to successfully complete to pass. These are as follows:

- Four assignments – each linked to a specific module of study (modules 2-5)
- An Individual Management Project – Students will choose from a choice of topics that have particular relevance to service provision and management within sheltered and/or supported housing. It is intended that the student to utilise the project as a working management tool within their own workplace wherever possible. The project will link to modules 1 and 6.

Course Fees:

£895.00 plus £75.00 Registration and Assessment fees = £970.00

SHN Members (10% discount)

£805.50 plus £75.00 Registration and Assessment fees = £880.50

Inclusive of all registration fees for national accreditation and award of certificate.

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