


Job Title	Front Line Manager (Shared Lives)	Issued: 18 February 2026	 MacIntyre <small>Providing support... your way</small>
Purpose	<p>MacIntyre Shared Lives is care support service where trained carers engaged with the Local Authority open their homes and offer highly personalised support within a family environment. This is a rewarding and influential leadership role, responsible for managing, supporting, and developing a team of Shared Lives Officers and Shared Lives carers. You will ensure high-quality, person-centred support that enables the people we support to live gloriously ordinary lives and a life that make sense to them. Alongside line management and professional leadership, you will play a key role in the growth and development of the service. This includes leading on Shared Lives carer recruitment, retention and supporting scheme growth and development, and helping to ensure MacIntyre Shared Lives meets Care Quality Commission (CQC) regulatory requirements.</p>		

What the job involves

- People Supported by Shared Lives Carers**
- Embed MacIntyre's DNA and values into decision making for the benefit of people that draw on Shared Lives support
 - Empower people who draw on our support to have a voice, promoting choice and control in their own lives, ensuring all measures are taken to involve people in their decision making
 - Build and maintain trusting and strong relationships with people that draw on Shared Lives support and other key people in their lives, including friends, families, advocates, health professionals and other external stakeholders
 - Support people who draw on our support to develop and maintain meaningful relationships and community connections
 - Ensure person centred support plans, risk assessments and support guidelines are in place
 - Lead on and embed MacIntyre's Everyone Everywhere approach across MacIntyre Shared Lives
 - Actively participate in reviews, including Care Act assessments and multi-disciplinary meetings
 - Network and promote the Shared Lives Offer across MacIntyre and to external audiences

Workforce

- Develop and promote a positive workplace culture within your Shared Lives Officer staff team which encourages; equality diversity and inclusion
- Uphold MacIntyre's Leadership DNA, leading, encouraging and motivating your Shared Lives Officer staff team to be the best they can be. Recognise good performance and celebrate success.
- Recruit and appoint up to Shared Lives Officer level, in line with MacIntyre's Recruitment Policy and with the involvement of Shared Lives carers and the people that draw on our support.
- Provide a comprehensive and quality induction for Shared Lives Officers new to your team, maintaining relevant records to evidence this (e.g. online Professional Development Portfolio)
- Manage the performance of your Shared Lives Officer staff team in line with MacIntyre's HR Policies and KPIs (e.g. Performance Management & Development, Disciplinary, Bullying and Harassment policies), including meeting with employees in your teams for regular team meetings, supervisions (1 to 1s), and annual appraisals. Also carrying out any required investigations, holding any HR meetings and communicating with employees about these matters as advised by the HR Team.
- Ensure the Shared Lives Officers in your staff team complete their statutory, mandatory training and/or qualifications, as well as encouraging CPD through other learning opportunities.
- Supportively manage Shared Lives Officer sickness absence and promote health and safety, in line with MacIntyre's policies and procedures (eg Sickness Absence & Wellbeing, Health & Safety, Flexible Working), including holding return to work or absence meetings and carrying out health & safety investigations.
- Build and maintain effective professional relationships with scheme staff, Shared Lives carers, external stakeholders and all employees through appropriate communication skills and by maintaining professional boundaries

Shared Lives carers

- Lead on Shared Lives carer recruitment, assessment and approval
- Develop and promote a positive culture within your allocated Shared Lives carers which encourages; equality diversity and inclusion
- Ensure Shared Lives carers complete their statutory, mandatory training and/or qualifications, as well as encouraging CPD through other learning opportunities.
- Build and maintain trusting and strong relationships with Shared Lives carers
- Support Shared Lives carers to deliver compassion first support to people who draw on our support, applying positive behaviour principles and practice
- Support Shared Lives carers to Identify and promote peoples' gifts, skills and passions and ensure these are promoted within everyday life
- Provide regular support and monitoring to Shared Lives carers

Compliance

Regulatory Compliance

- Maintain full compliance with regulatory frameworks, including CQC assessment frameworks, Care Act requirements, and local authority protocols.
- Ensure timely submission of statutory notifications
- Keep and maintain confidentiality and accurate records in line with GDPR and data protection legislation.
- Respond promptly to audit and inspection findings, implementing corrective actions and monitoring progress.
- Keep up to date with changes in legislation, guidance, and best practice, ensuring policies and procedures are consistently applied across the service.

Health & Safety

- Ensure the health, safety, and welfare of people supported, Shared Lives carers, and Shared Lives Officers by implementing and maintaining robust systems for risk assessment, emergency planning, and safe working practices.
- Ensure compliance with all relevant health and safety legislation and organisational policies.
- Promote a proactive safety culture through staff and Shared Lives carer training, supervision, and monitoring, taking immediate action where risks are identified.
- Investigate accidents, incidents, and near misses, ensuring lessons learned are embedded into practice.

Safeguarding

- Lead safeguarding practice within the service, ensuring systems are in place to protect people from abuse, neglect, or harm.
- Promote a culture of vigilance and accountability, ensuring Shared Lives Officer and Shared Lives carers understand and fulfil their safeguarding responsibilities.
- Oversee risk assessments and ensure safeguarding concerns, incidents, and medication errors are reported and managed in line with national and local protocols.
- Work collaboratively with local authority safeguarding teams and external agencies to ensure best practice and compliance with statutory requirements.

Quality Assurance & Governance

- Monitor and report on quality and safety performance, using audits and inspections to drive continuous improvement.
- Ensure effective training, procedures and protocols are in place to support safe, person-centred care and compliance with organisational standards.
- Maintain accurate, timely, and reliable records for all compliance-related activities.
- Respond to inspection feedback and or sector changes. This ensuring any changes at a national level are embedded within the schemes practice.

Sustainability

- Support the growth, development and sustainability of MacIntyre Shared Lives to contribute to MacIntyre's strategic objectives
- Manage your budget and resources effectively, reviewing financial accounts and performance against financial KPIs.
- Ensure Shared Lives support packages are accurately costed and agreed with the funding local authority
- Monitor Shared Lives Carer leave and ensure cover arrangements to safeguard continuous service provision and contribute to cost-effective service delivery
- Manage and co-ordinate the Shared Lives recruitment process in a timely and efficient manner including placing adverts, shortlisting, interviews and on-boarding
- Ensure the candidate experience is positive, communicating with the candidate throughout
- Be a positive, visible representative for MacIntyre, evidencing values in all methods of communications with external stakeholders
- Keep up to date with changes in MacIntyre's systems and processes, using new systems and processes in line with related training, policies and guidance
- Keep up to date with changes in the sector and regulatory requirements and adapt your ways of working to meet the changing requirements
- Keep up to date with your professional learning

Best Practice

- Provide effective values-led leadership in line with MacIntyre's Leadership DNA
- Lead, inspire, and develop a staff team to deliver exceptional care and support in line with MacIntyre's DNA
- Promote MacIntyre's initiatives including Everyone Everywhere and the Big Plan
- Work collaboratively with internal and external teams to achieve the best possible outcomes for people that draw on Shared Lives support
- Be a positive, visible presence for MacIntyre, modelling MacIntyre's values in all aspects of practice, communication, and decision-making.

Skills, Qualifications, Experience

Essential

- A commitment to MacIntyre's values, MacIntyre's DNA, MacIntyre's Leadership DNA
- Good understanding of the social care sector and safeguarding in Adult Social Care
- At least 2 years' experience of successfully managing CQC regulated adult social care services
- Knowledge of statutory legislation relevant to Adult Social Care, the Care Act, health and safety,
- Experience of recruiting to, inducting and managing a staff team within the social care sector
- Experience of effectively delivering and implementing service quality assurance
- Experience of delivering service development and growth
- Experience of leading, motivating, and developing a positive team culture, developing working practices and effectively managing change.
- Experience of building successful relationships and collaboratively working with internal and external stakeholders
- Financial management skills and the ability to manage a budget
- Ability to evaluate and assess situations and/or data to recommend actions for improvement where required
- Ability to communicate effectively at all levels, verbally and in writing (including report writing)
- Confident in the use of technology relevant and necessary to the role
- Able to work autonomously and as part of a team. Ability to think creatively, positively and flexibly
- This role requires a flexible approach as you may be required to work on weekends on occasions. You will also be part of a shared on call system as part of the role.
- Must have a current full UK driving licence and own transport.

Desirable

- Experience of the Shared Lives sector/ Social Work qualification

You will need to also carry out any other work that your line manager requests of you.

MacIntyre's Approach

1. Our Purpose

People who draw on MacIntyre's support have gloriously ordinary lives, living the life they choose, using their gifts, skills and passions to contribute and connect to the people in their local neighbourhood. MacIntyre invests in, and helps shape, neighbourhoods to be inclusive and welcoming spaces for everyone.

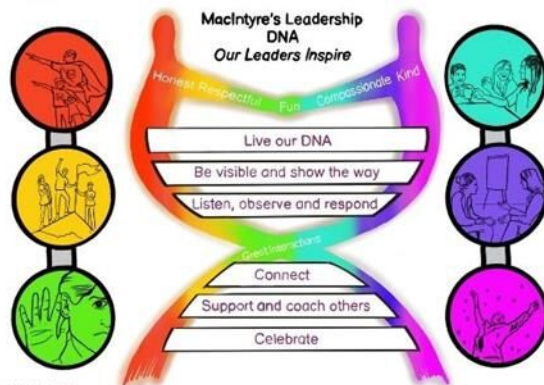
6. Connections

We join with, support and learn from movements that want to make things better



5. MacIntyre Leadership DNA

This is the way MacIntyre leaders coach and inspire their colleagues



©MacIntyre 2023

MacIntyre's DNA

Our values in action



4. MacIntyre Quality Framework

Our DNA is our number one measure of quality. This along with 'understanding people' informs all of our quality systems

2. The Big Plan

These are the things people across MacIntyre said they want us to focus on



3. Everyone Everywhere

How we meet people near where we live to make things better for everyone

