



**Assistant Manager
Level 1 - LD Services**

Job Description and Person
Specification

The Wrekin
Housing Group

THE WREKIN HOUSING GROUP

Assistant Manager Level 1 – LD Schemes

JOB DESCRIPTION

Job Summary and Purpose:

To enrich the lives of service users through the delivery of high quality person centred care and support that enables independence and achieves valued outcomes. The main purpose of the post is to assist the Registered Manager in the effective management of the home by ensuring compliance with statutory, regulatory and organisational standards.

The post holder will operate with significant autonomy in the direct management and supervision of the staff team and in the overall management of the home.

The post holder will report to the Registered Manager and in the absence of the Registered Manager undertake the full range of the Registered Manager's duties. In addition the post holder will be expected to work in a flexible way and in other service settings as required. Together with other management colleagues participation in the organisations managers' on-call rota will also be required.

The main purpose and responsibilities of the post are as follows:

- Together with the Registered Manager lead; monitor and co-ordinate the activities of the staff team in the delivery of high quality, person centred services to service users in accordance with their plans of care and the organisation's Quality Assurance Framework.
- Together with the Registered Manager ensure that the home and support workers operate in accordance with the appropriate regulatory; statutory and organisational standards and requirements and that the home always presents as being clean, safe and homely.
- Be responsible for analysing data and information relating to the health and well being of service users and implement any changes required in relation to their care and support needs.
- Similarly, the post holder, together with the Registered Manager will be responsible for analysing data and information relating to the efficient operation of the home ensuring that any efficiencies and improvements

identified are implemented, thus contributing to the delivery of a high quality 'value for money' service.

Key Duties and Responsibilities:

- Formulate monitor and review service user's plans of care; participate and when required take a lead in 'Person Centred Planning' meeting and ensure that in order to achieve valued outcomes for individuals the staff team understand the needs; goals and aspirations of service users in line with their plan of care.
- Ensure the staff team recognise and facilitate the day to day needs of service users and assist in the provision of their daily care needs in accordance with their plan of care in a person-centred way and undertake direct work with service users and act as an appropriate role model
- Uphold the principles of delivering person centred services and how this translates into day to day service delivery and contribute to the development of Choices as a person centred organisation.
- In line with a person centred approach, assist in the development of systems whereby service users are effectively involved in the planning and evaluation of the care and support they receive and ensure that the staff team develop good professional relationships with service user's family and friends in order to enhance the care and support being delivered to service users.
- Ensure at all times that service users are treated with dignity and respect especially in relation to their sex, ethnicity, culture and religion and that the staff team support individuals in exercising their rights and choices.
- Through pro-active supervision; audit and inspection ensure that service users plans of care and all other records are accurate and being maintained properly in order to facilitate effective evaluation and monitoring of their care and support needs.
- Take an active part in the research of specialist practice and the selection and implementation of evidence based practices to meet the individual needs of service users.
- Utilise appropriate risk assessment tools in order to identify actual and potential risks and implement appropriate interventions.

- Behave with maximum integrity in all dealings with the service user's personal and financial affairs and avoid abuse of the privileged relationship that exists with service users and ensure that all members of the staff team are conscious of professional boundaries.

1. Staff Management and Supervision:

- Together with the Registered Manager provide effective, positive leadership to the staff team and respond appropriately to any concerns or problems raised.
- Assist the Registered Manager in the performance management and conduct of team members and where necessary assist in any disciplinary investigation or process.
- In managing and supervising the staff team and by leading through example; ensure that all organisational policies, procedures and operational practices are adhered to.
- Participate in monitoring and managing employee absence in line with the organisational policy.
- Contribute to the creation of a good team ethos in the home by motivating staff and promoting good team work practices
- Ensure effective communication takes place in the home and that all communication is conducted in a professional manner and appropriate manner. The post-holder will also chair team meetings when required.
- Together with the Registered Manager identify and assess the on-going skills and training needs of team members and to participate in the planning and delivery of appropriate home based and/or organisational training initiatives and provision.

2. Service Improvement/Quality Assurance:

- Uphold the principles and practice of customer care and continuous improvement by assisting the Registered Manager in leading on the development; monitoring and review of service provision.
- With the Registered Manager develop and instigate good customer care practices and challenge interactions that fail to deliver a quality service.

- Ensure administrative and recording systems are maintained in accordance with organisational, statutory and regulatory requirements and take a lead role in audits and reviews of operational practices. The post holder will also provide and/or contribute to management reports as required.
- Ensure that service users are enabled to comment and complain about any of the services they receive and have access to an independent advocacy service and ensure that all comments and complaints received are dealt with promptly in accordance with organisational policy.

3. Health and Safety:

- Together with the Registered Manager take a lead role in the development and maintenance of a safe working and living environment for employees; service users and all others affected by work activities by promoting safe working practices and responding promptly to any health and safety issues brought to your attention.
- Ensure that the staff team adhere to statutory, regulatory and organisational health and safety policies; procedures and practices and through personal example and effective management and supervision ensure employees conform otherwise.
- Assist the Registered Manager in the planning and delivery of any training; drills; inspections and audits considered appropriate and ensure that all administrative records relating to health and safety matters and/or training are completed and maintained correctly.
- Be aware and up-to-date with Health and Safety legislation as it relates to the safe and effective running of the home and assist in undertaking risk assessments and ensuring any necessary control measures are introduced and communicated to the staff team.
- Ensure the provision of information, instruction, training and supervision as necessary, to ensure the health and safety and welfare of all service users and staff within the home.
- Be responsible for own health and safety and that anyone else whom your acts and omissions may affect and maintain a professional and hygienic personal appearance at all times.

4. Resources:

- Together with the Registered Manager comprehensively and effectively maximise all the resources available to the home especially in relation to the deployment of staff hours against determined individual service user's costs.
- Together with the Registered Manager ensure that all resources and utilities are used prudently and that any waste is minimised and manage, monitor and maintain budgets agreed by the Registered Manager and the organisation.

5. General:

- Adhere to all appropriate Nursing and Midwifery Council guidelines and/or regulations and guidelines of the General Social Care Councils Code of Conduct.
- Confidentiality and data protection regarding all personal information and Choices activities must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Choices Policies and Procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.
- Play an active role in the introduction; development; monitoring and review of policies and procedures in the home and organisation
- Take responsibility for continuing personal development in order to enhance knowledge, skills and values needed for safe and effective practice and the achievement of agreed service outcomes and personal appraisal targets.
- Maintain an up-to-date knowledge of the statutory framework for Registered Care homes and communicate this to staff and ensure that all administrative requirements of the home are maintained in such a way that they are compliant with the regulatory framework; best practice and the organisations policy and procedures.
- In the absence of the Registered Manager be for the efficient and proper management of the home and carry out all responsibilities expected of the Registered Manager.
- Work flexible hours, including evenings, weekends, bank holidays, waking nights and sleep-ins.

- Attend training appropriate to the role and maintain an up to date training profile.
- In the absence of the Registered Manager and in conjunction with the Performance and Compliance Manager, endeavour to fill any service user vacancies by liaising with Social Services and/or Health authority bodies and assessing and selecting suitable service users.
- At all times, promote and ensure anti-discriminatory practice in all matters of staff management and service delivery in accordance with the organisation equality and diversity approaches and statutory and regulatory guidelines.

Standard Requirements:

Safeguarding Adults:

All staff have a responsibility to safeguard residents. All staff must be familiar with, and adhere to the organisations' adult protection procedures.

It is the responsibility of all staff to be familiar with their role & responsibility around safeguarding and to ensure that they have completed training at a level commensurate to their role.

Confidentiality:

Confidentiality relating to residents; other employees and Choice's commercial and business activities must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the General Data Protection Regulations. The post holder should ensure that they are familiar with and adhere to all Choice's policies and procedures relating to confidentiality. Any breach of confidentiality will be taken seriously and appropriate disciplinary action will be taken.

Social Media:

Inappropriate use of social media in such a way that brings the organisation into disrepute or breaches confidentiality will be taken seriously and appropriate disciplinary action will be taken. Employees should not use social media to engage in discussions about other employees or former employees of the organisation in such a way that beaches their privacy or in any way may be deemed as harassment.

The organisation will take legal action against any individual whether currently employed by the organisation or not that uses any media, social or otherwise that brings the organisation or an employee of the organisation into disrepute.

This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list. Choices reserve the right to amend this Job Description from time to time, according to business needs. Any changes will be confirmed in writing.

Please sign; print your name and date below to indicate your acceptance of this Job Description and your role and responsibilities.

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THE WREKIN HOUSING GROUP
PERSON SPECIFICATION

Assistant Manager Level 1

| Education and Qualifications | Essential/ Desirable | Application Form and/or interview |
|--|---------------------------------|--|
| Registered Learning Disability Nurse | E | A & Certification |
| Or NVQ Level 5, RMA or relevant care/management qualification | | |
| IT Qualification or willingness to undertake training | E | A |
| A1 Assessors Award; mentorship | D | A |
| First Aid Training, Fire Awareness, Food Hygiene, Personal Safety, Manual Handling | D | A |
| Experience | Essential/ Desirable | Application Form and/or interview |
| Minimum of 2 year experience working with people who have a learning disability and/or mental health needs in relevant care setting. | E | A/I |
| Knowledge and application of CQC standards and planning and co-ordinating care and support | E | A/I |

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| activities. | | |
| Working with people whose behaviour challenge services | D | A/I |
| Understanding of good practice in relation to the management and operation of residential based care service | E | A/I |
| Working with people with physical and sensory disability | E | A/I |
| Knowledge of Safeguarding Practices | E | A/I |
| Budget and resource management | D | A/I |
| Skills and Ability | Essential/ Desirable | Application Form and/or interview |
| Ability to plan and prioritise work load; appraise evidence and data and make/implement recommendations for good practice | E | A/I |
| Ability to lead and motivate staff and create a positive team based working environment through effective communication supervision and support | E | A/I |
| Good communication and written skills – ability to write care/support plans; risk assessments and other necessary management and care based reports | E | A/I |

| Skills and Ability cont. | Essential/ Desirable | Application Form and/or interview |
|---|---------------------------------|--|
| Collating data etc. and effective management and maintenance of administrative systems | E | A/I |
| Ability to work without supervision and exhibit positive leadership and management skills and ability | E | A/I |
| Ability to transfer training knowledge into practice | E | A/I |
| Ability to communicate effectively with service users, colleagues, family members and other professionals | E | A/I |
| Commitment | Essential/ Desirable | Application Form and/or interview |
| A personal commitment to the organisations values and principles | E | A/I |
| A commitment to the principles and practice of continual improvement and the provision of personalised services | E | A/I |
| A commitment to uphold the rights of vulnerable and disabled people | E | A/I |
| A commitment and the organisations approaches to equality and diversity | E | A/I |
| Other | Essential/ Desirable | Application Form and/or interview |
| Ability to demonstrate a flexible approach to work | E | A/I |

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|--|---|-----|
| Good General health/Attendance record | E | A/I |
| Undertake personal and professional development in order to meet the changing demands of the job | E | A/I |
| Access to car/driver/business insurance | D | A/I |