Fountain Care Ltd
Loving Care Ltd
Caring for adults in your community

JOB DESCRIPTION

Job Title: **Assistant Manager**

Responsible to: **Manager/Deputy**

Job Summary

1. As part of the Senior Management Team at the service to be responsible for the management and development of the service and operate within the framework of Fountain Care Ltd.'s and Loving Care Ltd.'s policies and procedures.

2. To positively support the Manager and the Deputy Manager in providing efficient and effective provision of services to the people we support.

3. In exceptional circumstances deputise for the function of the Manager or the Deputy during their absence.

4. To provide leadership to support workers and ancillary staff ensuring that at all times they meet the standards and values as laid down by Skills for Care, other relevant legal, regulatory and government policies and Fountain Care Ltd.'s and Loving Care Ltd.'s own Code of Conduct, Aims and Objectives and Values.

5. To work with people with learning disabilities, carers and staff from other voluntary and statutory services in order to provide services that are person centred, user led and result in quality outcomes for service users.

Job Content

Service Provision and Development

1. Under the guidance of the Manager/Deputy Manager to be responsible for the day-to-day management of a shift ensuring that the support team maintains a high standard of professional support in line with all relevant policies and procedures.

2. To participate in all day-to-day activities of a shift in the service. This will include providing personal care, cooking, cleaning, community activities and any other support that may be needed by the people living in the service.

3. To work in partnership with the people we support encouraging choice, participation, motivation, and risk taking.
4. To work closely with the Manager and Deputy Manager in the development of individual support plans and ensure that reviews for the people we support are carried out within prescribed timetables.

5. To be responsible for the monitoring and recording of all documentation for the people we support in respect of individual support plans.

6. During the course of daily work, to observe the people we support and report any concerns to the Manager/Deputy Manager. To pay particular attention to issues of vulnerability and abuse.

7. To be involved in supporting people with their physical care and personal hygiene needs, ensuring that their independence is preserved and developed as far as possible and affording appropriate levels of privacy and dignity.

8. To contribute to effective communication with people we support, their relatives, friends, professional helpers, and other members of staff, ensuring the continuity of quality and safety in the provision of support services.

9. When necessary and under the guidance of the Manager/Deputy Manager to be responsible for the safe ordering, administering and storage of medication in line with all relevant policies and procedures.

10. To support people to attend services including recreational, educational, work and leisure facilities in the community. This may include driving, where appropriate to do so.

11. To liaise with relatives, social workers, commissioners, brokers, and all other outside agencies, as necessary.

12. Deal with compliments, suggestions and complaints as directed by the Manager/Deputy Manager from whoever may make them in line with the complaints procedure and ensure that any resulting changes are followed up and implemented.

13. Report any Safeguarding issues and incidents to the Manager or Deputy Manager, dealing with immediate incidents if the Manager/Deputy are not available and reporting to relevant authorities where necessary. To be involved in any subsequent investigations as directed.

14. Liaise and work with staff from other statutory and voluntary sector agencies to ensure that people are appropriately supported.

15. Represent and promote the service positively to commissioning agencies, the people we support and their families.

16. As part of the Senior Management Team assist in the preparation for CQC, Contract inspections and all Company Quality Audits and as part of the team carry out any action plans from such inspections.
17. Ensure that the people we support have a say in all aspects of their service, and actively promote their involvement in the service.

18. Work with the Manager/Deputy Manager to ensure that all risk assessments are up-to-date and reviewed regularly.

Human Resource Management

1. To support the Manager and Deputy Manager with all aspects of staff management and development.

2. To co-ordinate the key worker system and maintain good standards of conduct and practice.

3. Support and encourage the development of a work atmosphere that promotes a high quality of life for all the people we support and staff.

4. To chair staff meetings as directed by the Manager/Deputy Manager if needed.

5. To provide supervision for designated Support Workers as allocated by the Manager/Deputy Manager.

6. Take part in the recruitment and selection of staff as directed.

7. Assist with the induction of all new staff.

Financial Management

1. Handle the money of the people we support, and petty cash as required in accordance with policies and procedures and as directed by the Manager/Deputy.

2. Ensure that the people we support monies are handled in line with policies and procedures and report discrepancies to the Manager/Deputy.

Responsibilities to the Board of Directors and the Organisation

1. Represent the organisation in external forums, networks and working groups as appropriate and promote the interests of people with learning disabilities.

Other Duties

1. Develop and maintain positive working relationships with local authorities, voluntary organisations, and others in relation to the needs of the organisation, the people we support and carers.

2. To comply with and implement Fountain Care Ltd.'s and Loving Care Ltd.'s Equality and Diversity policy and all other operational policies and procedures.
3. Keep up to date with developments in service for people with learning disabilities.

4. To attend and participate in staff meetings, Deputy/Assistant Manager meetings, training, personal development meetings and supervision sessions and carry out any actions required as a result of attendance at these meetings.

5. Undertake any other duties reasonably required by the Registered Manager, Deputy Manager, Area Manager and Managing Director.

Responsibilities and specific tasks may change depending on the needs, wishes and circumstances of the people we support.

This job description may be reviewed annually in order to provide for the needs of the people we support.

March 2021

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PERSON SPECIFICATION

Criteria on the Person Specification are coded with an E or a D in order to help people in filling in their application forms.

If a criterion is coded E, this quality is an essential part of the role and you must be able to demonstrate that you meet this particular criterion. If a criterion is coded D, this quality is Desirable and you do not have to meet this criterion, although if you do you can show this.

		Criteria	Essential (E)/ Desirable (D)
Education	**1**	Level 2 or 3 Certificate or Diploma in Health and Social care, or equivalent or the willingness to study towards the qualification	**E**
	2	Literacy skills are enough to be able to understand and write reports	**E**
	3	Numeracy skills are enough to understand and manage petty cash and the people we support finances.	**E**
Experience and Knowledge	**4**	Experience of working with and a good awareness of the needs of adults with learning disabilities and their families.	**E**
	5	At least 2 years' experience of working in social care.	**E**
	6	Good knowledge of recent developments in the personalisation of social care services, relevant legislation and regulatory frameworks affecting social care and statutory responsibilities affecting people with learning disabilities and their families.	**E**
	7	A good understanding of and a commitment to equality and diversity in work practices.	**E**
	8	Experience of developing services that are person centred and to work with the people we support to achieve desired outcomes.	**E**
Skills and Abilities	**9**	Good understanding of the importance of teamwork and the ability to work co-operatively and effectively with other staff and with people from other agencies.	**E**
	10	Effective written and verbal communication skills, including an ability to provide information in an accessible way, in a variety of situations.	**E**
	11	The ability to induct, supervise and develop support staff.	**E**
	12	Good organisational and time management skills.	**E**

	12	Ability to lead a team of support workers on a shift	**E**
	13	Ability to drive a vehicle (not a minibus)	**D**
	14	Ability to work to targets and objectives and to assist others to do the same.	**E**
	15	Able to use own initiative and be assertive.	**E**
	16	Ability to use a range of computer applications.	**E**
	17	Ability to undertake all aspects of support work including personal care and physical mobility support	**E**
	18	Good interpersonal skills including an ability to deal with the people we support and carers in a sensitive manner and ability to respond to difficult and stressful situations in a calm manner.	**E**
	19	An understanding of safeguarding issues as they affect people with learning disabilities.	**E**
	20	Ability to accompany the people we support on holidays, including going overseas.	**E**
	21	Able to work, shifts, weekends, bank holidays and sleep-ins.	**E**
	22	Able to cover shifts in an emergency.	**E**
Attitude and Personal Qualities	**23**	A commitment to providing quality user-led services as part of the personalisation agenda and to improving the quality of life and empowerment of people with learning disabilities.	**E**
	24	Good understanding of confidentiality issues.	**E**
	25	Ability to reflect on own performance and a positive approach to supervision and training.	**E**
	26	Flexibility in relation to working hours and on-call arrangements.	**E**

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