

Job Description

Job Title: Assistant Manager

Department: Residential Homes

Primary Objectives:

To support the Home Manager and Deputies to lead a team of staff, with the aim of providing the highest possible standard of support to enable individuals to develop as much independence as possible, whilst ensuring a quality of life in accordance with ordinary aspirations.

Main Duties:

- 1) Fulfilling the regulations of the Health and Social Care Act 2008 (Regulated Activities), the Care Quality Commission (Registration) Regulations 2009 and to meet the Essential Standards of quality and safety.
- 2) Ensuring that the Home is run in accordance with the Vision and Mission Statements of Vista and in keeping with Vista's Core Principles, Charter of Rights and Vista's Code of Conduct.
- 3) To ensure that all Policies and Procedures of Vista are fully implemented in the Homes.

To assist the Manager and Deputies in the following:

- 4) To take responsibility, in the absence of the Home Manager and Deputies, or when delegated, for the day-to-day management of the Home.
- 5) To support people who live in the Home to exercise choice and control over their lives.
- 6) To be involved in the assessment and admission of people to the Home, following Vista's Policies and Procedures.
- 7) To ensure that each person who lives in the Home has a Person Centred Support Plan which they and/or their representative has been involved in drawing up and keeping-up-to-date.

- 8) To ensure that each person has a Keyworker or Keyworker Team and has their needs met and regularly reviewed; to also chair Keyworker meetings.
- 9) To support each person who lives in the Home, to maintain active contact with friends and family and to build a network of friends and relationships both within their home and in the wider community to prevent isolation.
- 10) To ensure that Vista's Complaints Procedure is fully implemented and that all who live in the home and their relatives/representatives are confident that their complaints will be listened to, taken seriously and acted upon promptly.
- 11) To ensure that medication is managed according to Vista's Policy on the custody, ordering, administration and disposal of medication.
- 12) To ensure that the service user's rights are respected at all times and in line with the Human Rights Act and Mental Capacity Act 2005 and ensuring Deprivation of Liberty Safeguards (DoLS) guidelines are followed.
- 13) To ensure that each service user receives a healthy, appetising and balanced diet, is involved in choices about meals, and that meals and mealtimes are flexible to suit individual needs and wishes.
- 14) To ensure that there is a regular and efficient flow of communication to and from staff.
- 15) To comply with all health and safety legislation, and taking responsibility for specific issues as delegated by the Manager.
- 16) To respect the confidential nature of personal information about staff and people who lives in the Home to ensure compliance with all data protection legislation.
- 17) To recognise and promote Vista's Equal Opportunity Policy and Code of Practice and to ensure compliance with the Human Rights Act 1998 and the Disability Discrimination Act 1995.
- 18) To carry out other such duties as the Home Manager or Deputy Managers may from time to time determine.

- 19) The recruitment and selection of some staff.
- 20) To ensure that all new appointments receive a full induction that meets the Common Induction Standards laid down by the Sector Skills Council.
- 21) To act as Line Manager to some staff, as delegated by the Home Manager. Providing supervision to these staff, at least two monthly, with an annual appraisal.
- 22) To support staff with their training and development needs, this includes achieving occupational qualifications.
- 23) To implement, where necessary, Vista's Policy and Procedures for grievance and disciplinary action, in conjunction with the Human Resources Department.
- 24) To take an active role in promoting Vista in the local community.
- 25) To encourage and support the involvement of volunteers of the Home in line with Vista's Policies and Procedures.
- 26) To foster links with the local community and promote good relationships between the people who live in the Home and other in the locality.
- 27) To work in partnership with other professionals in Social Services, Health, the Hospitals and other agencies.
- 28) To deliver training where necessary.
- 29) To ensure that there is a regular and efficient flow of communication to and from staff.
- 30) To ensure that procedures are followed that safeguards the financial interests of people that live in the Home.
- 31) To follow Vista's Policies and Procedures with regards to fundraising and to work closely with the Fundraising Department.
- 32) To maintain the fabric of buildings and ensuring that a high quality environment is maintained.
- 33) To ensure audits are carried out i.e. medication (weekly), quality audit tool (Infection Prevention and Control) (quarterly), Health and Safety (yearly).
- 34) To actively safeguard adults from abuse, prevent abuse from occurring, and report any suspected incidents of abuse, following Vista's Policy and Procedures and local Multi-agency Policy and Procedures for the Safeguarding of Adults.
- 35) To ensure that Moving and Handling Policy and Procedures are adhered to and followed by all staff.
- 36) To be willing to work unsocial hours, i.e. Bank Holidays, evening, weekends, on call duties when required.

Additional responsibilities

- 1) To ensure activities comply with current law.
- 2) To operate within the law at all times, with particular reference to health and safety; safeguarding; equality and data protection legislation.
- 3) To work flexibly, including additional hours from time to time to meet the needs of the job, and some unsocial hours working.

Prepared by: CJ/NR

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This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification

Criteria	Essential	Desirable	How Identified (e.g. form, interview, test)
Qualifications & Training	<ul style="list-style-type: none"> ▪ Health and Social Care qualification at Level 2 or above. ▪ Be prepared to undertake relevant qualification at Level 3. 	<ul style="list-style-type: none"> ▪ Health and Social Care qualification at Level 3 or equivalent or above. 	<p>Application form, Interview & Certificates.</p> <p>Interview</p>
Experience	<ul style="list-style-type: none"> ▪ Eighteen months experience of working as a member of a team in a social care or health care setting with older people. ▪ Experience of giving confident and decisive operational direction to staff ▪ Exhibits a daily supervisory style based on clear communication and consistency 	<ul style="list-style-type: none"> ▪ Experience of working with people with sensory impairments. ▪ Management or leadership experience. 	<p>Application form, Interview & References.</p> <p>Application form & Interview</p>

<p>Skills & Knowledge</p>	<ul style="list-style-type: none"> ▪ Able to effectively use smart phones and tablets to record, access and retrieve personal information relating individuals care plans ▪ Understanding of Key Working System. ▪ Understanding of Health and Social care. ▪ Ability to: <ul style="list-style-type: none"> ○ Motivate staff to achieve service standards. ○ Assess care needs of service users and determine how they can be met. ○ Write reports. ○ Ensure records conform to required standards. ▪ Commitment to: <ul style="list-style-type: none"> ○ provide high quality residential services ○ promote continuous learning and continuous improvement in the residential services 	<ul style="list-style-type: none"> ▪ Supporting staff to develop and achieve qualifications. ▪ Ability to plan and chair Keyworker meetings. ▪ Supporting staff supervision process. ▪ Working knowledge of general Information Technology (IT) applications, i.e. Word, e-mails, etc. ▪ Deliver training. 	<p>Application form & Interview</p> <p>Application form & Interview</p> <p>Application form & interview</p> <p>Application form & Interview</p> <p>Application form & Interview</p> <p>Interview</p> <p>Interview</p>
<p>Personal Qualities</p>	<ul style="list-style-type: none"> ▪ Willingness to listen to others and assert own viewpoint constructively ▪ Excellent communication skills – written and verbal. ▪ Experience of liaising with other agencies. ▪ Show empathy, compassion and be committed. ▪ Work on own initiative. 		<p>Application form & Interview</p> <p>Application form & Interview</p> <p>Application form & Interview</p> <p>Interview</p> <p>Interview</p>

	<ul style="list-style-type: none"> ▪ Be able to solve problems. ▪ Prioritise workload. ▪ Be able to delegate work. ▪ Motivated and committed to leading and developing a staff team. 		<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
Other	<ul style="list-style-type: none"> ▪ Commitment to equal opportunities and Vista's Statement of Cultures, Values and Core Principles. ▪ Must be prepared to work unsocial hours. ▪ Ability to assist with Moving and Handling of individuals and equipment. 	<ul style="list-style-type: none"> ▪ Experience of public relations or fundraising with local community. ▪ Driving licence and own transport. 	<p>Interview</p> <p>Application form & Interview</p>