

Job Description

Job Title: Assistant Manager

Department: Applegarth
Simmins Crescent/Whitteney Drive

Primary Objectives:

To support the Home Manager and Deputy to lead a team of Support Workers, to offer emotional, physical and social support to each individual living in the bungalow, to enable each person to take as much control as possible over their own life and to achieve their aspirations as a valued member of society.

Main Duties:

To assist the Manager and Deputy in the following:

- 1) To take responsibility, in the absence of the Home Manager and Deputy, or when delegated, for the day-to-day management of the home.
- 2) To comply with the Skills for Care and Skills for Health, Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England
- 3) To ensure that all Policies and Procedures of Vista are fully implemented in the bungalow.
- 4) 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.
- 5) 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.
- 6) To support people who live in the home to exercise choice and control over their lives.

- 7) To provide support to people who live in the home in all areas of their lives. This will include all aspects of personal care, domestic support and activities.
- 8) To be involved in the assessment and admission of people to the home, following Vista's Policies and Procedures.
- 9) To ensure that each person who lives in the home has a Person Centred support plan which they and/or their representatives have been involved in drawing up and keeping up-to-date.
- 10) To ensure that each person has a Keyworker or Keyworker Team and has their needs met and regularly reviewed; to also Chair Keyworker meetings.
- 11) 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.
- 12) 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.
- 13) To ensure that medication is managed according to Vista's Policy on the custody, ordering, administration and disposal of medication.
- 14) 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.
- 15) 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.
- 16) To ensure that there is a regular and efficient flow of communication to and from staff.
- 17) To comply with all health and safety legislation, and taking responsibility for specific issues as delegated by the Manager.

- 18) To respect the confidential nature of personal information about staff and people who live in the bungalow to ensure compliance with all data protection legislation.
- 19) 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.
- 20) To carry out other such duties as the Home Manager or Deputy Manager may from time to time determine.

People

To assist the Manager and Deputy in the following:

1. The recruitment and selection of some staff.
2. To ensure that all new appointments receive a full Induction that meets the Common Induction Standards laid down by the Sector Skills Council.
3. 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.
4. To support staff with their training and development needs, this includes achieving occupational qualifications.
5. To implement, where necessary, Vista's Policy and Procedures for grievance and disciplinary action, in conjunction with the Human Resources Department.
6. To take an active role in promoting Vista in the local community.
7. To foster links with the local community and promote good relationships between the people who live in the home and others in the locality.
8. To work in partnership with other professionals in Social Services, Health, the Hospitals and other agencies.
9. To deliver training where appropriate.

Financial

To assist the Manager or Deputy in the following:

1. To ensure that procedures are followed that safeguard the financial interests of people that live in the home.
2. To ensure that the petty cash float is kept within budget each week and records are updated weekly.
3. To follow Vista's Policies and Procedures with regard to fundraising and to work closely with the Fundraising Department.

Non-financial

To assist the Manager or Deputy in the following:

1. To maintain the fabric of buildings and ensuring that a high quality environment is maintained.
2. To ensure audits are carried out i.e. medication (weekly), quality audit tool (Infection Prevention and Control) (quarterly), Health and Safety (yearly).
3. To order equipment and cleaning products as and when needed and to ensure equipment is maintained and in a good working order.

Special Factors

To assist the Manager or Deputy in the following:

1. To actively safeguard adults from abuse, prevent abuse from occurring, and report any suspected incidents of abuse, following Vista's Policy and Procedures and the local Multi-Agency Policy and Procedures for the Safeguarding of Adults.
2. To ensure that Moving and Handling Policy and Procedures are adhered to and followed by all staff.
3. To ensure that working with Service Users who Present Behaviour which Challenges the Service Policy and Procedure is followed and offer any emotional support to staff as and when needed.

4. To be willing to work unsocial hours i.e. Bank Holidays, evenings, weekends, waking nights when needed and any sleep-in duties.

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: PK & JN

Date: 26 November 2014

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 & Social care qualification at Level 2 or above. ▪ Be prepared to undertake relevant qualification at Level 3. 	<ul style="list-style-type: none"> ▪ Health & Social care qualification at Level 3 or equivalent or above. 	Application form/ Interview and Certificates
Experience	<ul style="list-style-type: none"> ▪ Substantial experience of working as a member of a team in a Learning Disability setting. 	<ul style="list-style-type: none"> ▪ Experience of working with people with sensory impairments. ▪ Management or leadership experience. 	Application form/ Interview/Referen ces Application form/ Interview
Skills & Knowledge	<ul style="list-style-type: none"> ▪ Understanding of Key Working system. ▪ Understanding all relevant legislation relating to Health and Social care. ▪ Ability to: <ul style="list-style-type: none"> ○ motivate staff to achieve service standards; 	<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. 	Application form/ Interview Application form/ Interview Application form/ Interview Application form/ Interview

	<ul style="list-style-type: none"> ○ 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"> ▪ Deliver training. 	<p>Application form/ interview</p> <p>Interview</p> <p>Interview</p>
<p>Personal Qualities</p>	<ul style="list-style-type: none"> ▪ Excellent communication skills – written and verbal. ▪ Experience of liaising with other agencies. ▪ Show empathy, compassion and be committed. ▪ Work on own initiative. ▪ Be able to solve problems. ▪ Prioritise workload. ▪ Be able to delegate work. ▪ Motivated and committed to leading and developing a staff team. 		<p>Application form/ Interview</p> <p>Application form/ Interview</p> <p>Application form/ Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>

<p>Other</p>	<ul style="list-style-type: none"> ▪ Commitment to equal opportunities, and Vista's Statement of Culture, 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 the local community. ▪ Driving Licence and own transport. 	<p>Interview</p> <p>Application form/ Interview</p>
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