

## **JOB DESCRIPTION**

<b>Job Title:</b>	Assistant Manager (Residential Care)
<b>Accountable to:</b>	Manager – Residential Service
<b>Responsible for:</b>	Support Workers
<b>Hours:</b>	36 hours per week
<b>Contract:</b>	Permanent

### **JOB ROLE**

To assist the Home Manager in the day to day running of the care home for Adults with Learning Disabilities and other needs. To lead the team delivering a person-centred service through Active Support with a commitment to Lifelong Learning and independence for all.

### **MAIN DUTIES AND RESPONSIBILITIES**

- To oversee the delivery of care and support within the home and make sure that the quality of service and the support provided meets and exceeds all the requirements of the Essential Standards for Quality and Safety.
- To ensure that each person living in the home is given information and advice in an accessible way that enables them to make informed decisions about their care and support.
- To lead, coach and mentor support workers to ensure that each person living in the home receives personalised support which is dignified, flexible, appropriate to their needs and promotes their rights and responsibilities.
- To take the lead in ensuring that the care and support provided is person-centred, adopting the principles of Active Support enabling Lifelong Learning for every person living within the home.
- To ensure that Person Centred Plans, Individual Learning Plans and strategies are developed that promote and support active citizenship within the local and wider community and maximise choice and independence.
- To take part in the rota system covering the service, working at varying sites as directed.

- To recognise and respond to issues regarding the people we support health/ behavioural needs and to carry out risk assessments as necessary, liaising with the Manager
- To assist the Manager in carrying out assessments of prospective new people we support.
- To work closely and effectively with other professionals both within and outside Norwood, such as Doctors, Social Workers, etc., and to establish and maintain good relationships with the people we support, Relatives and friends in line with their wishes and respecting their rights to confidentiality.
- To have responsibility for the drawing up of staff rotas and arrange alternative cover in the event of staff absence. To ensure that adequate cover is always maintained to the agreed staffing level of the individual service. To ensure that clear records are kept of staff rotas and timesheets and that hours worked are accurately recorded for monitoring purposes.
- Support the Home Manager in the recruitment, training, supervision and appraisal of support workers within the home ensuring that they are fit to support the delivery of the service in line with the General Social Care Council Code of Practice.
- To support the home manager in all aspects of the management of the care home including compliance, finances, on-call, rosters, reporting, maintenance and Health and Safety.
- To work to continuous person development by maintaining qualifications, attending regular update meetings and undertaking all training relevant to the role and organisational and legislative requirements.
- To keep and maintain adequate records and undertake effective reporting as required by the Health and Social Care Act (2008), Local Authority Contracts, Norwood policies and any other applicable legislation.

### **General**

- To take all reasonable care of the health and safety of him/herself and of other persons who may be affected by his/her acts or omissions. As regards to any duty or requirement imposed upon the organisation by or under any of the relevant statutory provisions, to co-operate with the organisation as far as it necessary to enable that duty or requirement to be performed or complied with.
- To work at any other Norwood location, as and when required.

- To report to the Health and Safety Manager either serious risks or your concerns over safety issues.
- To always maintain confidentiality and to ensure respect for, proper observance of and adherence to Norwood's confidentiality policy for all staff.
- To attend regular supervision sessions with line manager, regular team meetings and undertake relevant training as and when required.
- To work collaboratively with volunteers to ensure that their contribution enhances quality of service provision and support across the organisation.
- To undertake any other duties which are consistent with the post.
- To maintain standard of dress that is appropriate to role and in accordance with the organisation's dress policy.

This job description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the service.

## PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Willingness to work towards QCF Level 3 (NVQ 3)</li> </ul>	<ul style="list-style-type: none"> <li>A relevant care qualification</li> <li>QCF Level 3 or NVQ 3</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Work in a residential setting including supervisory responsibilities</li> <li>Care and Support of Adults with Learning Disabilities and health needs</li> <li>Person centred planning, care and support planning and risk assessment</li> <li>Person centred approaches</li> </ul>	<ul style="list-style-type: none"> <li>Delivery of culturally specific services</li> <li>Moving on to Supported Living</li> <li>Change management</li> <li>Managing staff performance</li> <li>Coaching and Mentoring</li> <li>Lifelong Learning services for adults with Learning Disabilities</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Current legislation including Health and Social Care Act (2008) and Health and Safety at Work</li> <li>Understanding of the principles of Valuing People and Valuing People Now</li> <li>Good level of literacy and numeracy</li> <li>Basic IT systems including Outlook, Word, Excel and PowerPoint</li> </ul>	<ul style="list-style-type: none"> <li>Active Support and Training in Systematic Instruction</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>Able to demonstrate Team Leadership skills</li> <li>Effective communicator</li> <li>People Management skills</li> <li>Able to work with key professionals</li> </ul>	<ul style="list-style-type: none"> <li>Driver with access to vehicle</li> <li>Ability to anticipate and identify potential gaps in service and take appropriate action</li> <li>Budget Management skills</li> <li>Appropriate delegation of tasks</li> </ul>
<b>Personal Circumstances and Attributes</b>	<ul style="list-style-type: none"> <li>Highly motivated and committed to personalisation</li> <li>Knowledge of self and effect on others</li> <li>Willing to challenge and offer balanced reasoning</li> <li>Excellent time management</li> </ul>	<ul style="list-style-type: none"> <li>Full clean driving license</li> </ul>