

Assistant Manager

Department: Health and Community Services

Division: Community Services

Reports to: Registered Manager

JE Ref: HCS523

Grade: CS08

JE Date: 24/04/2020

Job purpose

The Assistant Manager will support the Registered Manager with the day to day management of the home/centre/ward, providing professional leadership for the staff team; ensuring the delivery of safe, effective and personalized services for residents/clients through assessment, person centered planning and regular outcome focused reviews.

Job specific outcomes

Under the direction of the Registered Manager, the post holder will provide leadership and line management to a team of multi-dimensional skilled employees, contributing to appropriate induction and training pathway for all staff members which meet the requirements of statutory, organizational and professional standards.

To direct, supervise, support and monitor staff as delegated by the Registered Manager ensuring they undertake duties in an effective and caring manner that respects dignity and choice.

Promote staff development through performance review and appraisal and supervision and deliver both informal and formal teaching sessions and take a lead role in practice development.

Oversee the development and implementation of personal plans, which respect the wishes, lifestyle and preferences of clients/residents. This will include the development of activities for residents/clients based on individual preference and actively promote their independence.

Maintain high quality services through partnerships working with internal and external agencies, such as; social workers, nurses, dieticians, occupational therapists, local and community organisations and charities.

Support the Registered Manager in ensuring cost effective and efficient use of resources. This will involve the maintenance of accurate records, in line with government policies and procedures.

Support the Registered Manager to assess and plan for the ongoing and future needs of the home/centre/ward, regarding the purchase of equipment, furniture, decoration and activity resources. Order and control provisions, cleaning materials and other goods for day to day use, and where necessary improve cost effectiveness by using resources to their best advantage.

To ensure that there are adequate staffing resources available, and that allocation of staffing meets the needs of clients/residents in a safe and effective way. In conjunction with the human

resources department, recruit and select suitably qualified and experienced staff as delegated by the Registered Manager.

Support the Registered Manager in ensuring a safe environment for staff, clients/residents and visitors and have awareness of individual responsibilities in relation to health & safety at work (Jersey) law 1989.

It is also the responsibility of the Assistant Manager to work with the Registered Manager in ensuring that all organisational health and safety policies and procedures are applied as appropriate.

To oversee the development, monitoring and review of risk assessments and risk management plans which are accessible to all staff, and develop systems for demonstrating implementation and compliance.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>QCF level 3 in Health and Social Care, or equivalent.</p> <p>There is an expectation that the post holder will undertake the QCF Level 5 in Leadership and Management to act up in the absence of the Registered Manager.</p>	<p>60 points at FHEQ level 4, relating to health and social care.</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>In depth knowledge of Regulation of care law 2014 and standards for practice.</p> <p>Principles of person centered care.</p> <p>Experience and knowledge of risk assessment and risk management within Health & Social Care.</p> <p>Experience and knowledge of Care planning and reviewing processes within Health & Social Care.</p>	<p>Quality assurance systems.</p> <p>Local and national policy in relation to area of specialism, for example, LD, Autism, Dementia.</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Driving licence with access to own vehicle.</p>	<p>A breadth of knowledge in relation to IT programmes.</p>
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to</i></p>	<p>Excellent written and verbal communication skills.</p> <p>Emotional resilience and maturity.</p>	

<p><i>delegate, motivation or commitment etc.</i></p>	<p>Objectivity and fairness.</p> <p>Flexibility in approach to the role, always striving to look for solutions which meet the needs of individuals.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Proven experience in a care environment, with specific specialism, for example, Learning Disabilities, Autism, Dementia.</p> <p>Working as part of a multi disciplinary / multi agency team.</p> <p>Proven IT skills, which include word and excel.</p>	<p>Budgetary management.</p> <p>Supervision/ PRA and delivery of training.</p>

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government tier 6 core accountabilities attributes and behaviour indicators.