



Role Profile

Job Title:	Assistant Manager
Team:	Hansel Supported Living Services
Reports to:	Service Manager
Period of Post:	Permanent
Location:	Primarily within the Hansel Ayrshire Supported Living Services Office in Broadmeadows and throughout the Ayrshire area
Hours of Work:	39 per week Additional hours may be required to be worked in order to meet the needs of the service. You will share responsibilities to support local emergency on-call operating procedures on a rotational basis.

Job Purpose:

The post holder will contribute significantly to the management of the service, in accordance with the guidelines established by the Service Manager.

Key responsibilities:

Ensure that the service is delivered in accordance with the National Health and Social Care Standards, and that customers' experiences of the support are positive at all times.

Provide line management support and supervision to Co-ordinators and team members.

Act as Hansel's representative at all times in respect of the Care Manager, carers and other external agencies, preserving the interests of Hansel Alliance and our customers at all times.

Assist with the management of the services' financial budget and to contribute to the annual budget planning and review process.

To deputise for the Service Manager as required and be a point of contact for the Service in their absence.

Key Activities:

- To ensure that the aims and objectives of the service specification are achieved, and maintained, and to support and advise the Service Manager on all related matters, as required.
- To assist with, participate and implement reviews and development of the service in accordance with the changing needs and aspirations of customers.
- Management of a rota system including ensuring well-managed annual leave arrangements and provision of induction and on-going training programmes.
- Participation on an on-call rota providing management advice and support for team members and act as a point of contact in case of an emergency. Provide direct support, if required, for customer in the evenings, at weekends and during public holidays, or as required.
- Co-operate with management colleagues to ensure that, where possible, standardised protocols and procedures are devised and followed and that best value is achieved using resources available.
- Maintain effective working relationships with team members and colleagues at all levels throughout the organisation.

- Ensure the development and maintenance of effective team communications and support systems and contribute to the effective communication of organisational information to all team members and volunteers.
- To contribute to the development, planning and delivery of existing and new services.
- Ensure compliance with all Hansel policies, procedures and best practice guidance at all times.
- Achieve agreed standards of service delivery by implementing and promoting quality assurance systems appropriate to the needs of the service and individuals.
- Undertake a full range of management activities in respect of Co-ordinators and team members. In particular the post holder will be responsible for supporting team members in their professional development through induction, probation, training and facilitating regular team meetings and reflective supervision.
- Ensure team members are enabled to attend and participate in a range of continuous personal development activities.
- Ensure service development plans are in place, as appropriate, and monitor performance and progress of these.
- Manage people and policy concerns/issues in the respect of directly managed team members as appropriate.
- Involvement in identifying resourcing needs, recruitment of new team members and identification of future training needs.
- Assist the Service Manager to ensure that directly managed team members are aware of, and comply with, all Health & Safety legislation and best practice.
- Ensure that equal opportunities are afforded to all team members with particular regard to access to training and providing development opportunities.
- Develop and maintain good relationships with professionals, advocates, families and volunteers at all times.
- Encourage customer/carer participation and sustain and extend customers' relationships and social experiences within their local community at every opportunity.
- Assist with ensuring funding is allocated appropriately to customers according to assessed support needs and liaise with Care Managers regarding this as required.
- Ensure all relevant policies and local procedures in relation to supporting customer's personal finances are managed and shared appropriately and best practice is adhered to by all team members.
- Undertake any other duties which may be appropriate to the position, as required by the Service Manager.

Organisational:

- Ensure the values of Hansel are reflected in your work and that all services provided are delivered in line with our vision and core values.
- Ensure that the rights, choices, dignity and safety of our customers are promoted appropriately.
- Assist in the development of a 'Continuous Improvement' culture
- Represent the organisation in a professional and respectful manner at all times.
- Ensure compliance with all regulatory, statutory and legal requirements.
- Recognise and respect the diversity of internal and external customers.
- Support the wider team during busy periods and peak workloads, e.g. team member absences etc.
- You must at all times comply with the Health and Safety Policy and procedures and must draw to your manager's attention any unsafe working practice/conditions.
- Ensure you comply with your duties and responsibilities under Adult Support and Protection legislation.
- Ensure that the policies and procedures of the organisation are followed at all times.
- Actively participate in training and supervision sessions as invited by the Service Manager.

Leadership and people management:

- Ensure team members are developed, and have the competencies and empowerment to meet standards for service and performance.
- Ensure individual targets are set, as appropriate, and monitor performance and progress.
- Ensure team members are managed effectively by adhering to our People Policies.

- Manage the co-ordination of the team to provide an effective and efficient service.
- Promote the development of team member skills through supervision, personal development discussions, coaching and counselling, identifying training needs and providing training either personally or through other appropriate sources.

Organisational activities:

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- Ensure you comply with your duties and responsibilities under Adult Support and Protection legislation.
- Ensure that the policies and procedures of the organisation are followed at all times.
- Attend training and supervision sessions as requested by the line manager or Service Manager.

This list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time. The post holder will be responsible for a combination of the objectives described above dependent upon the requirements of the organisation and customers.

Person Specification	Essential	Desirable
Experience:		
Minimum two years relevant line management experience in a social care service and meeting all regulatory and registration requirements	✓	
Experience of creating and managing person centred rota planning	✓	
Experience of delivering and quality monitoring direct support provision	✓	
Experience of delivering and monitoring performance against processes, procedures and indicators, identifying areas of improvement as appropriate	✓	
Experience of implementing policy, regulation and codes of practice	✓	
Project management experience	✓	
Experience of leading successfully in a team environment	✓	
Experience of providing direct support alongside people who have a learning difficulty, complex needs or with Autism Spectrum conditions	✓	
Knowledge and skills:		
Current in-depth and demonstrable understanding of our values and current social care legislation and best practice e.g. National Health and Social Care Standards, Self-Directed Support and Person-Centred Practice	✓	
Ability to lone work, using own initiative and managing time accordingly	✓	
Proficiency and confidence in the use of IT systems including Word, Excel, Power point and databases	✓	
Excellent leadership skills with ability and confidence to empower others and work autonomously as required	✓	
Ability to develop a range of innovative process and system interventions, audit tools and frameworks	✓	
Excellent analytical and problem solving capabilities	✓	
Excellent interpersonal and influencing skills and able to communicate effectively (listening, verbal and written) at all levels of the organisation	✓	
Excellent ability to collate and present information in suitable formats relevant to the audience	✓	
Ability to network, develop and maintain positive working relationships with internal and external partners	✓	
Personal Behaviours:		
Resilience, flexibility to adapt to change and the ability to work under pressure at times, managing competing priorities	✓	
Commitment to our customers and working alongside people to make genuine connections in their community	✓	
Evident commitment to values-led practice	✓	
A strong role model for others		✓
Consistently positive and engaging	✓	
Able to create the conditions for effective reflective supervision		✓

Education and training:		
SVQ Level 4 in Health and Social Care (or equivalent)	✓	
Commitment to continuing professional development (CPD) and completing the appropriate qualifications to meet registration requirements	✓	
Diversity:		
Champions respect for diversity across all activities and acts as a positive role model to others at all times.	✓	
Additional requirements:		
Full UK driving licence and use of car for work purposes	✓	
Flexibility with regards to working pattern to meet the needs of customers and the service	✓	