

Role Profile

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| Job Title: | Assistant Manager |
| Team: | Cabin |
| Reports to: | Service Manager |
| Period of Post: | Permanent |
| Location: | Based at Broadmeadows Estate, Symington. |
| Hours of Work: | Normally 39 per week Additional hours may be required to be worked in order to meet the exigencies of the service |
| Salary scale: | The salary scale for the post is: <ul style="list-style-type: none"> Point 31 - £30,969 |

Job Purpose:

To assist the Service Manager with the day to day management of all aspects of the service. To ensure and participate in the delivery of high-quality person-centred services.

Key responsibilities:

- Ensure that the service is delivered in accordance with the National Care Standards, and that customers' experiences of the support provided to them are positive at all times.
- Provide line management support to team members.
- Act as Hansel's representative at all times and works closely with families, Care Managers and other external partner agencies, preserving the interests of Hansel Alliance and our customers at all times.
- To act as the Service Manager's nominated deputy during periods of absence.

Key Activities:

- Assist the Service Manager in the day to day management of all aspects of the Respite service.
- Assist the Service Manager in managing the Respite Booking Calendar.
- Participate in the development and review of customers care plans.
- Ensure and participate in the delivery of responsive high-quality person-centred support to people during their visit.
- Co-operate with management colleagues to ensure that, where possible, standardised protocols and procedures are followed and that best value is achieved in respect of Hansel Alliance's administrative and support service resources.
- Facilitate the maintenance of effective working relationships within the team members and with colleagues at all levels throughout the organisation, and with external partners.
- Assist the Service Manager to ensure that directly managed team members are aware of, and comply with, all Health & Safety legislation and best practice.
- Contribute to the effective communication of organisational and service-specific information to all directly managed team members and volunteers.
- Assist with the production of regular reports for presentation to the Directors of Hansel Alliance, identifying the successes and issues which impact upon the service delivery.

- Ensure compliance with all Hansel policies, procedures and best practice documents during all service activities.
- Participate in the appropriate induction of new starts into the directly managed service and assist with the monitoring of work performance through the established probationary reporting arrangements.
- Participate in an on-call rota providing management advice and support to team members and as a contact point in case of an emergency.
- Undertake any other duties which may be appropriate to the position, as required 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:

- 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 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.
- At all times comply with the Health and Safety policy and procedures and 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.
- 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 | | |
| Direct experience of providing support and guidance to people with learning disabilities | ✓ | |
| Experience of working within a respite service | | ✓ |
| Experience of leading and motivating a team | | ✓ |
| Experience of completing risk assessments | ✓ | |
| EDUCATION AND TRAINING | | |
| Minimum of SVQ Level 3 in Health and Social Care or equivalent | ✓ | |
| Appropriate registration with the Scottish Social Services Council (SSSC) | ✓ | |
| KNOWLEDGE & SKILLS | | |
| Thorough knowledge of social care legislation and best practice | ✓ | |
| Ability to plan and organise own workload | ✓ | |
| Ability to operate effectively as a member of a team or on own initiative as required | ✓ | |
| Good delegation skills | | ✓ |
| Good literacy skills | ✓ | |
| Good numeracy skills | ✓ | |
| Proficiency and confidence in the use of IT systems including Word, Excel, Power point and databases | ✓ | |
| Ability to identify social inclusion opportunities for our customers | ✓ | |
| Excellent interpersonal skills and able to communicate effectively at all levels | ✓ | |
| Ability to represent the organisation in a professional manner | ✓ | |
| Ability to motivate and assist our customers to make informed choices about their lives | ✓ | |
| Excellent problem-solving skills | ✓ | |
| DIVERSITY | | |
| Champions respect for diversity | ✓ | |
| OTHER ATTRIBUTES | | |
| Ability to work flexibly to a planned rota, including days, evenings, waking nightshifts and weekends | ✓ | |
| Prepared and able to work outside normal working hours to meet the needs of the service | ✓ | |
| Full UK driving Licence | ✓ | |