



## Job Description

**Job Title:** Assistant Service Manager  
**Department:** Operations  
**Reporting To:** Service Manager

**Main Purpose:** Reporting to the Service Manager, responsible for the effective management of the day to day running of services as and when required

Directly responsible for the line management of Support Workers and their Supervisions.

Deputise in the absence of the Service Manager as and when required

## About Us

The Edmund Trust & Eddie's has been proudly supporting people across the East of England with learning & physical disabilities, autism and complex needs for over seventy years. We work to provide lifelong opportunities and create positive lifestyles for people to be equal and active members of the community.

We provide person-centred support, allowing individuals to choose how they want to live their lives, enabling them to reach their full potential. We encourage people to achieve their aspirations with outcome focused support. Working alongside our values of Commitment, Collaboration and Positive Interactions.

## Main Duties

- To ensure the delivery of person-centered support through coaching and managing a team of staff
- Ensuring there are safe staffing levels across the services at all times
- Liaise closely with other professionals, as well as having regular contact with family and friends of the people we support.
- Provide a supportive role within staff recruitment and retention activities
- To act as a role model and mentor for staff
- To support the Service Manager and be responsible for identified delegated tasks
- Act as First Tier for on-call on a rota basis; proactively makes decisions and recommend actions as appropriate.

## **Key Performance Indicators**

### **A) Managing Services**

#### **1. Planning**

- Prepare and review Support Plans, Health Action Plans, Hospital Passports and all other documentation and records as required.
- Lead person-centred reviews and meetings as required.

#### **2. Managing Resources**

- Support the Service Manager to Accurately identify the appropriate type and level of resources required to deliver safe and effective services
- Optimise what community groups and other assets within the community have to offer.
- Ensure that all repairs and maintenance issues for people we support are reported to the appropriate person and acted upon in a timely manner.

#### **3. Managing People**

- Guide people we support, their families and carers and the wider community to ensure that person centred, high quality care outcomes are achieved

#### **4. Managing Staff**

- Responsible for arranging cover for any uncovered shifts, either from within the team or cover this yourself
- Guide and coach staff to ensure that person centred, high quality care and support is achieved
- Complete Supervision and Annual Appraisals for Support Workers, supporting the development of a keyworking role as required
- To support and participate in recruitment of staff for the service
- In the absence of the Service Manager lead on the induction process for new staff following the Induction Guide and support the process as and when required
- Maintain a personal leadership style that is approachable in line with the Leadership Promise, to create trust and build excellent rapport with staff
- Ensure training and compliance targets are met

#### **5. Managing Performance**

- Effectively utilise Head Office functions (HR and Finance) in order to support service management
- As and when required in the absence of the Service Manager, present the monthly Service Review Meetings to the SMT



## B) Working with Others

### 1. Developing Networks

- Identify and engage with other organisations including commissioners and other professionals, to ensure the requirements of the people we support are met

### 2. Building and maintaining relationships

- Create services that value and promote effective and respectful relationships between people
- Communicate effectively with individuals and groups and act as a positive role model
- Ensure effective communication between the staff team, line managers and other relevant parts of the organisation

### 3. Encouraging contribution

- Encourage and enable both staff and people we support to be involved in how the service operates
- Create a service ethos which takes into account a person we support's whole life, including physical, mental, cultural, emotional and spiritual needs.

### 4. Working with teams

- Working with the Team and Leadership Promise in mind, confidently leading and driving excellent team working

## C) Improving Services

- Through weekly and monthly Assistant Service Manager tasklists contribute to action plans to improve the service to meet 'outstanding' ratings from CQC inspectors; "good" as a minimum
- Taking an active role in any internal / external audits, embracing change and innovative solutions
- Be a champion for an assigned subject, to be the subject matter expert and guide and promote safe working practices around this

## D) Setting Direction

### 1. Identify the contexts for change

- Anticipate and prepare for the future embracing new ideas, best practice and emerging trends that will have an impact on social care outcomes

### 2. Applying knowledge and evidence

- Use knowledge and evidence to improve management of risk
- Ensure the competence of the workforce through assessment, training and support

### 3. Making decisions

- Provide advocacy for the organisation on behalf of the people we support
- Act in a manner consistent with the values and priorities of the organisation.



#### 4. Evaluating impact

- Model and encourage teams to find ways to enable people we support to gain real control over their care and support
- Support the Service Manager to overcome barriers to implementation and sharing best practice

**Please see Person Specification for more details**

#### **General**

- As an employee of The Edmund Trust, you should role model our values, creating a positive working environment, advocating inclusion and equality, creating a culture that recognises and celebrates diversity.
- Adhere to and promote the Company's policies, being accountable for the Health & Safety of yourself and others
- Work with integrity and adhere to confidentiality and security of information at all times, complying with all legal requirements relating to GDPR
- To be mindful at all times that we are a charity and to play a part in identifying opportunities for process improvement and cost reduction
- Undertake training as requested by the company
- Carry out any other duties as reasonably requested from time to time