



Job Description

Job Title: Assistant Service Manager Date: 1 April 2019
1. Values Demonstrates behaviours that are consistent with our Core Values: <ul style="list-style-type: none">• Commitment• Collaboration• Positive Interactions
2. Job Details <ul style="list-style-type: none">• Reporting to the Service Manager, directly responsible for the line management of Support Workers.• Reporting to the Service Manager, responsible for the effective management of the day to day running of existing services.• Deputise in the absence of the Service Manager.• Act as First Tier for on-call on a rota basis; proactively makes decisions and recommends actions as appropriate.
3. Job Summary <ul style="list-style-type: none">• Support the Service Manager by effectively running services, day to day.• Carry out delegated responsibilities in administration and staff management.• Liaise closely with other professionals, as well as having regular contact with family and friends of the people we support.• Responsible for the effective deployment of staff.• Act as a role model and mentor for staff.• Lead person-centred support for people with learning and physical disabilities, focusing on outcomes for those individuals.

Key Performance Indicators

VALUE 1 – COMMITMENT
<ul style="list-style-type: none">• Planning – prepare Support Plans, Health Action Plans, Hospital Passports and all other documentation and records as required.• Planning – lead person-centred reviews and meetings as required.• Facilitating Transformation – promote self-advocacy and self-responsibility in people’s daily lives.• Encouraging Contribution – support and promote people’s participation in a range of leisure, education and employment opportunities• Working with Others – models and promotes effective and respectful relationships within the team. Shows that relationships are critical in supporting people to live the life they want. Shows an understanding of people’s motivations and actively engages with them. Confidently communicates in an open, accurate and straightforward way. Demonstrates effective communication skills (listening, feedback, recording, sharing) to enable the team to promote the needs of the people who use services ensuring they and their family/carers understand what is happening.



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- Managing People – ensure that the highest standard of person-centred support is maintained by staff at all times.
- Managing Performance – manage safe administration of people’s medication.
- Managing Performance – enable staff to provide “just enough” support to ensure people reach their full potential.
- Managing Performance – provide regular supervision to Support Workers, in line with CQC and Local Authority regulations.
- Managing Performance – provide annual appraisals and performance review as required.
- Managing Performance – support staff to ensure that the delivery of services is underpinned by equality of opportunity and anti-discriminatory practice.
- Managing Performance – ensure staff training compliance including achievement of the Care Certificate, assessing competence and providing training as required.
- Embedding the Strategy – support staff to fully understand and observe The Edmund Trust’s policies and Procedures.
- Managing Services – undertake regular audits (at the frequency determined by policy) of people’s finances and ensure that the financial systems are up to date and balanced.
- Managing Services – shows that they are prepared to raise concerns about quality, safety and performance and insists a ‘safety to challenge’ culture within the team.
- Managing Services – responsible for the safety of people we support and staff.
- Managing Services – ensure that all repairs and maintenance issues are reported to the appropriate person and acted upon in a timely manner.
- Managing Services - Support staff to ensure that the delivery of services complies with The Edmund Trust’s legal and contractual obligations, including reviews of people we support in line with CQC and contracts.
- Managing Services - Support staff to ensure accurate records are kept, ensuring confidentiality and data protection rules are followed
- Critically Evaluating - contribute to the monitoring of services to ensure legal and contractual obligations are met.

VALUE 2 – COLLABORATION

Service Delivery

- Managing Performance – takes responsibility for managing staff in a consistent way with the Service Manager.
- Managing Performance - support staff in achieving their personal development plans.
- Managing Performance - Support staff to fulfil the role of keyworker.
- Managing Resources - participate in staff recruitment as needed.
- Managing Resources - be responsible for inducting new staff.
- Managing Resources - ensure that the staff rota deploys staff at the right time, with the right skills and within budget.
- Managing Services - Work with others to maintain the highest possible standards of cleanliness and hygiene.
- Managing Services - Proactively act as on-call manager for all Cambridgeshire services.



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Service Improvement

- Encouraging Improvement and Innovation – provide information to the Service Manager about changes in the needs of people we support.
- Encouraging Improvement and Innovation – empowers staff to seek opportunities for people to participate in community life. Demonstrates a culture of continuous improvement with their team and engages with others to ensure good practice is adopted. Actively contributes and creates a team culture where discussion and ideas about care are exchanged.
- Encourage Improvement and Innovation - Participate in the review and development of all appropriate policies and procedures.

Working with Others

- Developing Networks – Identifies and engages with other organisations and networks. Appropriately challenges, shares expertise and has an ongoing dialogue.

VALUE 3 – POSITIVE INTERACTIONS

Service Delivery

- Encouraging Improvement and innovation – empowers staff to seek opportunities for people to participate in community life. Demonstrates a culture of continuous improvement with their team and engages with others to ensure good practice is adopted. Actively contributes and creates a team culture where discussion and ideas about support are exchanged.
- Facilitating Transformation – provides responsive support that recognizes the nature of change facing people who use services and front line staff. Creates a team that champions excellent social care. Influences other organisations, third parties and families to uphold the rights and entitlements of people who use services sensitively.
- Critically evaluating – creates a dynamic atmosphere in the team and empowers staff to seek out opportunities for change and innovation, based on the needs and wishes of people use services, their families and carers. Takes personal responsibility to act on feedback from staff and people who use services, their families and carers.
- Planning – practice positive risk taking.
- Working with Others – working positively with people we support, families and colleagues to provide great support.
- Managing own Performance – focusses on overcoming barriers with a ‘can do’ attitude and a smile.
- Utilising Resources – understand what resources are available and use the appropriate type and level of resources to deliver safe and efficient care and support.



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Working with Others

- Building and maintaining relationships – confidently communicates in an open, accurate and straightforward way using appropriate language, both verbal and non-verbal.
- Building and maintaining relationships – demonstrates effective communication skills (listening, feedback, recording, sharing) to promote the needs of the people we support to ensure they and their family understand what is happening.
- Building and maintaining relationships – effectively supporting people to communicate using a wide range of communication styles (Makaton, body language, objective reference, photo symbols, and P.E.C.S – Picture Exchange Communication System).
- Encourages Contribution – encourage and support the people we support to express their views, enabling them to participate in joint decision-making where appropriate.
- Managing own Performance – acts as a positive ambassador for The Edmund Trust and the people we support.
- Managing own Performance – is a positive role model for others.

Service Improvement

- Critically evaluating – actively seeks ongoing dialogue with the people we support we support and family to ensure that care and support is continuously improving and designed around their wishes and aspirations.
- Contributes to Transformation – delivering person-centred support whilst thinking creatively to help people achieve their aims and aspirations.
- Contributes to Transformation – thinks outside of the box and is committed to finding creative solutions.

Outcome Focused Support

- Making Decisions – demonstrates that they can influence others in the interests of the people we support.
- Encourages Contribution – giving ‘just enough’ support to promote independence and reach their full potential.