

## **JOB DESCRIPTION**

**JOB TITLE – Assistant Manager (Day Opportunities)**

**REPORTS TO – Day Opportunities Manager**

**WORKING DAYS – 35 hours per week**

### **1. MAIN PURPOSE**

To take responsibility for managing, developing and deploying a named team of Practice Leads and Support workers who will provide high standards of positive behaviour and active support, and an outstanding service for children and adults with disabilities. This will include planning and delivering a service that supports people in a wide range of activities of their choice, which meets their needs and wishes.

To assist in developing and responding to the changing demands of the people we support, legislation, Local Authority policies and best practice.

To assist the Manager to implement the Day Opportunities development plan to achieve the vision and aspirations for the service and the people we support.

To ensure the operation and service provided by the service is safe, effective, caring, responsive and well led. They will also ensure that the Service is fully compliant with all legislative, statutory and regulatory requirements and internal policies, procedures, guidelines and best practice.

---

### **2. MAIN ACCOUNTABILITIES**

#### **2.1 To ensure care provided is SAFE**

- In accordance with Supportability's policies, be familiar with and regularly refresh knowledge of SMBC's Harm levels in relation to the protection and safeguarding of children/young people and vulnerable adults and to report all concerns, suspicions, allegations and incidents to the SMBC contact centre and their Line manager.
- To ensure that all health and safety responsibilities are discharged to protect the health and safety of self, employees, service users and visitors and comply with best practice and legal requirements, to include risk assessments of activities and venues.
- To work within codes of confidentiality, and maintain a professional relationship with the people you support.
- To promote people's right to confidentiality of information in accordance with the guidelines of Supportability's Confidentiality Policy and Data Protection laws.
- To be responsible for all aspects of the day-to-day management of the service including community based activities and the building itself.
- To have a working knowledge of all Supportability policies and procedures.
- Ensure that staff have read and understood the organisational policies and procedures and that they are made aware of any revisions.
- To recruit, manage and retain a staff team in line with Supportability's policies and procedures.
- To collaborate with Locality Managers to facilitate an exchange of staff to meet the changing needs of the Organisation.
- To ensure staff are deployed effectively and efficiently to deliver the Service and that service demands are being met and appropriate cover arrangements in place to ensure a seamless provision.

- To supervise staff to ensure they are well managed and supervised regularly in line with Supportability's policies and procedures.
- To undertake training to maintain and develop your professional skills and practice in line with Supportability's policies and procedures and compliance with CQC regulations and local authority requirements and expectations.
- To complete all paperwork required to a good standard, ensuring it is written in a clear and concise way that is detailed, informative, factual and completed in a timely manner and in line with service requirements.
- To ensure that all staff are trained appropriately to meet the requirements of their job role.
- To ensure that records are in place and completed in relation to food safety and infection control.
- To take action as required in relation to any performance or disciplinary matters in accordance with the Organisation's policies and ensure full and consistent implementation across the Service.
- To ensure that any accidents or incidents that occur within the Service are reported in line with the Charity's policies and procedures and reported to the relevant Manager.

## **2.2 To ensure care provided is EFFECTIVE**

- To support and encourage children and adults with disabilities and complex needs to fulfil their potential by enabling them to create and maintain a fulfilling lifestyle, in accordance with their wishes and to encourage them to become active and valued members of society. You will do this by promoting their independence and skills across a range of activities both within the building and the local community providing a varied package of support that supports people to achieve positive outcomes.
- To work with the Manager to implement the Day Opportunities development plan to ensure the service is continually improving.
- Coach Practice Leads and Support Workers to develop their skills in line with the service development plan.
- To work with the Day Opportunities Manager to chair a range of meetings, at a minimum monthly team meetings to provide staff with key information concerning the Organisation and to encourage staff feedback to improve the efficiency of the service and a culture aligned to Supportability's values.
- To attend, participate and lead team meetings and supervision sessions (including your own) throughout the year.
- To oversee the development and delivery of building and community based activities for the people we support to attend and participate in enabling them to attain a quality of life and maximise their independence and engagement through positive risk taking and person centred active support.
- To update and maintain reports as required, including staffing rota's and attendance records.
- To undertake and develop person centred assessments, risk assessments and support plans with people we support, their carers and any other appropriate people / professionals and to ensure that these documents are reviewed and updated when required, with a minimal annual review and 3 month review for any new referrals.
- To oversee and ensure the people we support' records are completed and up to date.
- To participate in the Duty on-call rota.
- To ensure that all support is provided in a way that promotes individuals choice, develops independence in all aspects of their lives, respects their dignity and privacy and enables them to participate as fully as possible in their communities.
- To promote self-esteem, happiness and emotional health of the people we support and to develop and sustain, positive, trusting and professionals' relationships with them.
- To oversee the key working role and responsibilities within the Service.
- To ensure an effective system is in place and monitored regularly to ensure the people we support receive the correct medication.
- To ensure that accurate records are maintained in relation to medication administration in line with Supportability's policies.
- To provide a caring, safe, secure and accepting environment / service that meets the physical, health, social needs and rights of the people supported. This will include ensuring that cultural and religious needs are respected, promoted and facilitated.

## **2.3 To ensure care provided is CARING**

- To encourage independence and choice, support learning and development by recognising potential, building self-esteem and maximising individual capacity for independence in the people we support.
- To contribute to the prevention and management of behaviours that challenge in a non-confrontational, non-judgemental manner, using a consistent approach and following behavioural management guidelines.
- To be an active member of a multi-disciplinary team, and to liaise closely with staff, professionals, families and other stakeholders as appropriate.
- To participate in annual reviews and other reviews as required, including writing and presenting reports.

#### **2.4 To ensure care provided is RESPONSIVE**

- To complete action plans as required by external authorities, e.g. CQC and Local Authorities, and following internal quality audits.
- To report changes in people's welfare to the appropriate departments / professionals.
- To communicate and cascade company and people we support information timely and in an appropriate manner.
- To respond to complaints in accordance with Supportability's policy.
- To organise reviews for the people we support, to ensure regular oversight of a person's care & support and that this includes involving the person and other external professionals and carers

#### **2.5 To ensure care provided is WELL LED**

- To carry out Line Management responsibilities, Team Leader supervisions and return to work documentation.
- To record, monitor and action where appropriate, staff sickness and absence in line with Supportability policy, this includes the completion of return to work interviews for support workers.
- To ensure supervisions are being completed with the wider staff team.
- To act as a role model, demonstrating high professional standards at all times.
- To contribute to the overall Service by managing the Service provision within the allocated budget.
- To support the Day Opportunities Manager to provide relevant and timely payroll and invoicing information to the Finance Department.
- To provide statistical and other information / reports relating to service delivery as requested by the Day Services Manager or other line managers.
- To ensure that individuals and Service monies are handled in accordance with Supportability's policy.
- To participate in the recruitment and retention of Support Workers including interviewing applicants and mentoring new starters.
- To promote and support awareness of equal opportunities and to ensure that bullying, harassment and intimidation are not tolerated.
- To contribute to the development and production of relevant marketing and promotional material, positively reflecting the Organisation publicly at conferences and events etc.
- To identify and develop positive working relationships with key referring professionals in Social Services, Health and other key stake holders through which new referrals can be achieved via the Customer Pathway.
- To build up knowledge and contribute to the Organisation's activity directory, keeping the Customer Pathway team up to date with capacity.
- Leading and allocating staff responsibilities within the service ensuring all tasks are completed and to a good standard. Lead by example promoting a positive and proactive way of working and leading your team by example.
- To attend and contribute to management meetings across the Organisation as appropriate.
- To support the management of the Service in ensuring adequate staff cover is maintained in line with service need.

#### **2.6 General**

- To assist with any other Ad Hoc duties required as and when the business may require them.
- To work flexibly across the Organisation to meet service demand and needs this may include evenings, weekends and some unsociable hours.

- To undertake all mandatory training relevant to the role.
- To undertake on call on a rotational basis to ensure that there is effective 24/7 out of hours support available for staff, service users and carers relating to the activities being delivered by the Organisation.
- Holders of an appropriate driving licence must be willing to drive Supportability vehicles in order to support Service Users with social, pleasure and medical activities (additional training and support will be given).
- Have the means to be flexible by being able to travel to and support in all services provided by Supportability

---

### 3. PERFORMANCE MEASURES

- As measured by external regulatory inspections, internal monitoring and routinely reported Key Performance Indicators.
- Quality of relationships with the people who use our services, families, staff and other professionals, measured by feedback, complaints and observation.
- Line Manager satisfaction with quality of work produced, competence level, all measured by feedback, performance appraisals, supervision and ongoing performance management.
- Quality assessment checks including internal and external audits and environmental walks of the department.
- Feedback from other professionals.
- Development of professional skills measured by enhanced competence and attainment of qualifications.
- Ongoing ability to fulfill the fitness and mobility requirements of the role.

---

### 4. KEY COMPETENCIES

- Communication – verbal and written
- Leading a Team
- Practice Development
- Team Working
- Planning & organising
- Management of People
- Self & pressure management
- Decision making
- Problem solving
- Driven by results and process of continuous improvement
- Expertise
- Coaching
- Possess up-to-date knowledge of developments in the Social Care sector

---

### 5. KNOWLEDGE, SKILLS AND EXPERIENCE

- Minimum of 4 years' experience in Health and Social Care or Education within the field of learning disability (adults and children's)
- Minimum of 2 years' experience working in a day provision setting (desirable)
- 2 years' experience of managing staff including providing supervision and day to day monitoring.
- Level 3 qualification in Health and Social Care or equivalent. or willing to train
- Possession of a current valid driving licence, to have access to a vehicle insured for business use and be willing to use it for business purposes (desirable)
- Experience of safeguarding processes relevant to the field of disability and responding to safeguarding alerts.
- Proven track record of managing and motivating staff teams and developing a culture promoting high quality service delivery and continuous service performance.
- Experience of managing the effective deployment of staff resources and conducting supervision meetings.
- Experience in the management of disciplinary / performance related matters.

- An understanding of and experience of putting into practice, Person Centred Plans for people with disabilities and complex needs.
- Knowledge of person-centred active support and positive behaviour support
- Experience of coaching/training others to develop their practice
- Experience of contributing to the development and delivery of an annual budget.
- Understanding of regulatory framework for social care
- In depth knowledge and understanding of the CQC regulatory / fundamental standards
- In depth knowledge of all Supportability policies and procedures
- Working knowledge of Microsoft Office packages (Word, Excel and Outlook)
- Knowledge of appropriate legislation and regulatory quality assurance measures
- Knowledge of learning disability, physical and complex health needs and autism
- Comfortable working with IT systems and the ability to learn new IT packages
- Demonstrated career development of self