

JOB SUMMARY

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| Post Title | Assistant Manager (Resource Centres) | | | | | | |
| Job Family | Service Delivery | Pay Range | 09 | Line Manager to others? | Yes | Role profile ref | |
| Service Area | Adult Social Care and Housing – Internal Services (Re-ablement) | | | | | | |
| Line Manager | Registered Manager (or another delegated person) | | | | | | |
| Location | Adelaide & Gouldings Resource Centres | | | | | | |

Job Purpose
 The Assistant Manager supports the Registered Manager of the service, providing comprehensive day to day management of the service, line managing a team of staff, and being the lead duty manager on a shift based roster system ensuring that a high level of care and support is provided to people, liaising with relatives and friends and other professionals to ensure good outcomes for those in our care as well as meeting all legislative requirements.

- Job Context**
- Comprehensive record keeping, both electronic and written, for staff and individuals using the service in accordance with internal processes and external requirements
 - Line Management of both individual staff and departments / areas including auditing as required
 - Establish and maintain positive and professional working relationships with our partners and those, or those who are involved with those, who use our service.
 - Understand, demonstrate, and support the whole home ethos of Reablement: To optimise independence of those who use our service, doing with people rather than for them.
 - Manage shifts, including maintaining the health and well being of all individuals within the home. This can include medical assistance and escalation.
 - To complete notifications of concerns immediately and accurately in accordance with internal processes and external requirements and report to Senior Management any occurrence without delay
 - To undertake Out of Hours on call/ standby on a rota'd basis
 - Support people to take their medication or those who administer their own medication by following the support/goal plan and all internal medication policies and procedures
 - To undertake any role appropriate tasks as directed by Senior management and a proven ability to work flexibly to meet the needs of the service

| Knowledge, Skills and Experience | | | |
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| Role Profile requirements. | Job specific examples. (if left blank refer to left hand column) | Essential | Desirable |
| Proven ability to influence based on facts and evidence, a range of audiences with differing competence and abilities. Ability to communicate one to one and with specific groups. | | X | |
| In depth knowledge of the specialist work area and relevant legislation, regulations, processes, systems, procedures and standards. Good knowledge of other areas of the authority relevant to the service. | | X | |
| Literacy and numeracy skills with proven ability to maintain accurate records and write clear, accurate and concise reports. | | X | |
| Knowledge of relevant financial processes and experience or training sufficient to ensure financial processing and / or budget monitoring is completed accurately. | | | X |

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| Good ICT skills including use of Microsoft applications and specialist systems. | | X | |
| Substantial practical experience demonstrating development through a series of progressively more demanding and relevant work roles. Relevant experience within the service area, working as part of team to meet service standards, targets and deadlines. | | X | |
| Good planning and organisational skills, with proven ability to use initiative, prioritise workloads, monitor and evaluate work and ensure deadlines are achieved. | | X | |
| Qualifications | | | |
| Role Profile requirements. | Job specific examples. (if left blank refer to left hand column) | Essential | Desirable |
| May require relevant certifications including evidence of fluency in English language. | Minimum of L4 in Health and Care | X | |
| Educated to A level standard or equivalent or equivalent experience. | | | X |
| Relevant vocational / professional qualification. | Willingness to undertake all required learning and development that is necessary or required for the role | X | |
| <p>The Isle of Wight Council is committed to safeguarding and promoting the welfare of vulnerable children and adults and operates stringent recruitment practices. All employees are expected to familiarise themselves with the Council's Safeguarding Policies and all other relevant policies so our staff can work safely, professionally and competently at all times.</p> <p>The Isle of Wight Council has a duty to protect employees from harm as far as is reasonably practicable and all employees have a duty to protect themselves and others from harm. All employees are expected to familiarise themselves with the Council's Health & safety Policies and undertake relevant training to ensure compliance with Health and Safety Requirements.</p> <p>All employees are required to comply with the Council's Data Protection and GDPR Policies. You are responsible for ensuring that any information or data you collect, or input complies with the standards set out in these documents.</p> <p>All post holders must have the ability to meet the travel requirements of the role</p> | | | |
| <p>Organisation Structure:</p> <ul style="list-style-type: none"> • Director of Adult Social Care & Housing / Assistant Director • Service Manager / Nominated Individual • Registered Manager / Deputy Manager • Assistant Manager • Senior Support Worker / Administrators • Community Support Worker • Ancillary support team | | | |