

Assistant Manager (Home Care)

Grade 10

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious, and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish, and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Staffordshire County Council are a provider of regulated and non-regulated social care services for adults. Known internally as 'Provider Services', our mission is to provide opportunities and choice so that individuals can thrive, and our vision is to be leaders in creating a future where people with complex needs can thrive.

Provider Services are a CQC regulated provider with services including residential care homes, bed-based respite, supported living and home care. In addition, these services offer centre-based and community-based support to provide the people we support with opportunities for meaningful activities and outcomes so they can live their best life.

All posts within these services are subject to an enhanced DBS check.

Reporting Relationships

Responsible to: **Service Manager**

Responsible for: **Care Coordinator(s) and Senior Support Facilitators**

Working flexibly across various care settings, delivery approaches and locations you will assist the Service Manager by supporting the day-to-day operation of services in people's home, monitoring and maintaining delivery of an excellent level of care and support, to enable the people we support to have a comfortable and dignified life where they are empowered to achieve their ambitions.

Key Accountabilities:

This job description provides an indication of the main duties involved in supporting individuals in their homes but is not intended to be an exhaustive list of tasks and duties which will ultimately be determined by the requirements of the service.

Person-Centred Care

- Positively involve and empower people in line with a person-centered approach, and create an atmosphere which supports individuals to thrive, where the voice of the individual is promoted in line with our values.
- Ensure person-centred plans and risk assessments for the people we support are in place, assessed, planned, implemented, and reviewed regularly, consulting with and involving individuals and others where appropriate ensuring all care and support is personalised, tailored, and meets stated individual outcomes.

- Audit and oversee medication administration and personal inventories, being responsible for safe handling of medications, in accordance with policies and procedures.
- Liaise with families/carers and other professionals as necessary to create positive relationships and assisting the people we support to stay well and in touch with family, friends, and the community.
- Oversee the assessment of service referrals and reviews, ensuring the process is followed in a timely manner.

People Management and Leadership

- Support the Service Manager in the delivery of services whilst responsible for the direct line management of designated staff, guide, coach and motivate, encouraging the development and maintenance of good professional standards in practice and an appropriate attitude to the needs and rights of the people that we support.
- Support the Service Manager with recruitment, selection, induction and ongoing training, development, and performance of all staff within your service areas to ensure achievement of expected care standards.

Flexibility and Innovation

- Relate to and ensure the right support for adults and those with complex health needs, being able to respond flexibly/effectively to changing needs including being creative in supporting individuals to thrive.
- Work with partners across Staffordshire and the local community to maximise opportunities for adults to be independent.
- Support the implementation of systems and procedures that monitor, maintain and, where appropriate improve standards whilst promoting, supporting, and encouraging the increased use of systems and technology to improve efficiency and services.

Meeting Standards

- Ensure compliance with current procedures in relation to safeguarding, liberty protection safeguards, the Mental Capacity Act, the Care Act 2014, and other relevant legislation.

- Where directed, liaise with all regulatory bodies to ensure their requirements are implemented, monitored, and maintained.
- Undertake audits and act on all audit outcomes, tracking progress and reporting results effectively.
- Use technology and systems effectively to monitor and understand KPIs and to manage day-to-day services to meet requirements and report to the Service Manager.
- Understand the financial constraints and contribute to the management of the overall budget.
- Ensure all records, reports and accounts are accurately maintained and processed, in line with GDPR requirements, privacy and confidentiality agreements
- Ensure the implementation of Health and Safety legislation and departmental policy including risk assessments, safe systems of work and reporting. Ensure the implementation of infection prevention control procedures, including the correct use of PPE as required
- Monitor office and training premises management policies and procedures and ensure they are implemented in a timely manner including ensuring fire safety procedures are observed.

Other Duties

- Drive Staffordshire County Council or private vehicles for work purposes as required.
- To undertake any other duties and responsibilities commensurate with the grading of the post including deputising for the Service Manager as required, to ensure the needs of individuals and services are met.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.




The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme*	Criteria	Measured by
	Qualifications <ul style="list-style-type: none"> Relevant Level 3 qualification or equivalent B-class driver's license 	A/I
	Knowledge and Experience <ul style="list-style-type: none"> Relevant work experience within a social care provider setting Knowledge and understanding of the needs of people with social care and complex needs Knowledge of the legislative and regulatory framework affecting vulnerable adults Knowledge of the personalisation agenda, care planning and reviews and evidence of a commitment to achieving positive, personalised outcomes for individuals Knowledge of risk management and positive risk taking and experience assessing, managing, and mitigating risks Experience in the management of staff, including recruitment and selection, support and supervision and performance management Experience of working within the constraints of legislation, regulation, policy, and procedures. Experience of promoting genuine community participation and inclusion for service users. Maintain a professional knowledge base, staying abreast of developments in the social care field in relation to care at home for all adults, reablement and national guidance and agendas, including NICE. 	A/I
	Skills and Abilities <ul style="list-style-type: none"> Demonstrable commitment to the values and ethos of Provider Services and own continuous professional development Ability to work in partnership with others to provide comprehensive, good quality service to the people we support in line with current legislation and both departmental and national policies 	A/I/T

	<ul style="list-style-type: none"> • Ability to work effectively under pressure and prioritise workloads • Ability to manage, motivate, coach and support staff at all levels • Ability to identify and monitor training needs and deliver training as necessary • Ability to work effectively with others to achieve business plans, agreed targets and performance indicators • Good communication skills including the ability to relate positively to the people that we support, communicate effectively with staff at all levels and build good relationships with relatives and other professionals • Good level of information and communication technology skills • Good level of verbal and written English and numeracy to be able to maintain accurate records • The means to travel independently across the county <p>This post is designated as a casual car user.</p> <p>The postholder will be expected to work flexibly across the week according to business need.</p> <p>The postholder will be expected to participate in an on-call rota.</p> <p>The postholder will be expected to work flexibly across Provider Services, including different care settings, delivery approaches, and locations, as required.</p>	
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If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Liberata Employee Services Team on 01905 947446**