

Job Description

Job title: ASSISTANT MANAGER

Accountable to: SERVICE MANAGER

Accountable for: Day to day supervision for Support Workers and other staff within the service as required

Job Purpose

As an Assistant Manager for Freeways you will be supporting the Manager in the day to day running of high quality support services for the people we support in line with Freeways values. You will ensure services are delivered in a way that puts people we support at the centre of the service they receive and promotes rights, choice, dignity and diversity. This support will be in line with best practice and meet appropriate regulatory, contractual and legal requirements. In the absence of the Manager you will take responsibility for the running of the service.

The post will provide an opportunity for the postholder to acquire the relevant training and development to prepare them for future further management positions within Freeways.

As with all managerial positions, you may be required to undertake work in another location or post appropriate to your grade on a temporary or permanent basis dependent on service requirements.

Key Responsibilities and Objectives

Putting People First:

As an Assistant Manager you will:

- Assist in the effective management of the service according to Freeways regulations, policies and procedures, in particular Health and Safety at Work and Fire Regulations.
- Ensure that appropriate support is provided to individuals in line with agreed support plans, taking in to account their independence, choice and dignity.
- Oversee the preparation and organising of assessments, reviews, PCPs and taking a lead role in these meetings.
- Ensure the rights of the people we support are promoted and respected at all times in compliance with the Human Rights Act, Mental Capacity Act, the Care Act and Deprivation of Liberty guidelines and Freeways Policies and Procedures.
- Support your service in celebrating and promoting its successes and the achievements of the people you support.

- Ensure compliance with CQC, local authority and safeguarding requirements and processes.
- Providing reports on support of service users and ensuring key processes/procedures are followed through personally or by others in the service.

Planning For The Future:

As an Assistant Manager you will:

- Be responsible for your own continual personal development and undertake training as required.
- Support the manager to develop the service in line with the annual action plan, identifying and supporting areas for growth and development.
- You may be required to lead on projects outside your service that benefit Freeways as a whole. This may involve providing training and advice to other Service Management and their services. You may also be required to represent Freeways at external meetings and events as required.

Having Great Staff:

As a Assistant Manager you will:

- Assist the manager in staff development through supervision, appraisal, coaching and staff induction, leading on identifying training needs and arranging as required.
- Have a clear understanding of all aspects of rota management and allocating duties.
- Support staff wellbeing and share concerns as appropriate.
- Ensure effective staff performance management in line with Freeways policies and procedures (recruitment, probation, supervision, learning and development, conduct, attendance etc.)
- The post holder will need to develop a clear understanding of their role, in line with the competency framework, within the organisational structure and participate in regular supervisions and annual appraisals with their manager.

Making Every Penny Count:

As an Assistant Manager you will:

- Monitor and ensure the quality of administrative processes within the service including record keeping and financial controls according to Freeways policies and procedures.
- Assist the manager in running the service within budgetary requirements.

Being Active in the Community:

As an Assistant Manager you will:

- Encourage and research the promotion of community contacts, assisting service users to establish themselves in community, work and leisure schemes.
- Liaise with new or prospective clients and generally promoting the work and public awareness of Freeways.

Safeguarding and Safety:

- In conjunction with the Manager you will be accountable for the safeguarding of people we support in line with Freeways safeguarding policies, statutory requirements and local authority protocols
- Support the Manager to ensure that risk assessments and emergency plans are in place, all support plans are implemented and reviewed, working practices are safe and that all staff members are adequately trained
- Ensure that safeguarding incidents and medication errors are appropriately reported in accordance with national and local guidelines
- Take responsibility for monitoring and reporting accidents and incidents in line with Freeways Policies and Procedures
- Ensure the environment is safe and well maintained, equipment is fit for purpose and appropriate for the needs of the people we support
- Ensure that motor vehicles are maintained and have valid MOT certificates and insurance and that drivers comply with Freeways Policies

Health and safety responsibilities:

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and others at work
- To co-operate with Freeways and Freeways Trust as far as is necessary to enable them to carry out their legal duty.
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for health and safety or welfare at work.

Equal opportunities:

Freeways is committed to anti-discriminatory policies and practices and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

Additional Responsibilities

- You will be required to be an authorised key holder and credit card holder (following finance training) and support the manager in monitoring budgets.
- Must be prepared to work weekends, evenings and public holidays as reasonably required by the Manager.

This job description only contains the main duties relating to this post and does not describe in detail all the tasks required to carry them out.

Post holders may be asked to undertake any task commensurate with their pay grade.

All job descriptions will be subject to review as appropriate and may be altered in line with the requirements of the post. Any proposed changes will be discussed with the post holder prior to change.

Person Specification – ASSISTANT MANAGER

Shortlisting will be based on the criteria listed below, which are derived from the Job Description. Applicants should therefore explain in their application how they think they meet each criterion using relevant examples from previous work experience and community/voluntary/leisure activities, as appropriate.

Requirement	Essential	Desirable	Assessment
<p>Knowledge /Qualifications</p> <ul style="list-style-type: none"> • A recognised Social Services, Health, Education or Community Work qualification(preferably equivalent to Level 5) • Knowledge of legal regulations i.e. Care Act, Health & Safety 		<p>D</p> <p>D</p>	<p>Application</p> <p>Application / Interview</p>
<p>Experience</p> <ul style="list-style-type: none"> • Relevant experience providing person /customer centred support. • Relevant experience in a supervisory position (i.e. formal supervision of staff and co-ordinating duties). 	<p>E</p> <p>E</p>		<p>Application / Interview</p>
<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Proven interpersonal skills and ability to maintain and promote good working relationships. • Ability to relate to people with learning disabilities. • Ability to present ideas both orally and in writing and to be able to construct assessment reports, reviews, PCPs and Care Plans • Good IT skills • Ability to complete work to a high standard, focussing on the needs of the people you support. • Work under pressure using own initiative, including lone working if required. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>		<p>Application / Interview</p>
<p>Other</p> <ul style="list-style-type: none"> • Understands and is committed to equality, diversity and Freeways values. • Willingness and ability to travel across the geographical area as required. 	<p>E</p> <p>E</p>		<p>Application / Interview</p> <p>Application</p>

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