

HIGHTOWN HOUSING ASSOCIATION

STAFF JOB DESCRIPTION

<u>DEPARTMENT:</u>	Care and Supported Housing
<u>JOB TITLE:</u>	Assistant Manager
<u>RESPONSIBLE TO:</u>	Registered Manager
<u>RESPONSIBLE FOR:</u>	Supervising project staff under the direction of the Manager

JOB SUMMARY

The Assistant Manager will support and assist the home management team to provide a quality service and to promote high standards of practice that is conducive to meeting the social, emotional, physical and spiritual needs of the people living in the home. They will work as part of the team to provide a flexible service, which responds to changing needs.

The Assistant Manager will support the management team to ensure the home runs smoothly on a day-to-day basis and will be involved in moving the service forward and developing new ideas. It is also important that they are a role model for staff at the service.

In the absence of the Registered Manager the Assistant Manager will provide management support as required, under the guidance of the Locality and Area Managers.

The Assistant Manager will promote and ensure that the home complies with the registration requirements, fire regulations and Health and Safety legislation.

SPECIFIC RESPONSIBILITIES

Development:

1. To ensure that the home / service conforms to the registration criteria as laid out in Care Act 2014. And to demonstrate an understanding of the CQC Framework and regulatory standards associated with the relevant client group
2. To ensure that the emphasis of the homely environment is enhanced and maintained

Support for People Using Services:

To have responsibility for co-coordinating individual support, planning and key working, including providing direct support as part of the staff rota and:

1. Ensure residents individual needs are identified and met
2. Support each individual in the development of everyday living skills
3. Support individual residents to take an active part in the running of their own home.
4. Support each person to set and achieve goals
5. Encourage individuals to make their own decisions.
6. Support each person to make full use of community facilities
7. Assist each person to maintain links with family and friends.
8. Ensure the administration of medication and health care needs are met.

9. Promote rights choice and dignity and independence.
10. Ensure residents receive a copy of their license agreement and that a full explanation is given in a format which is understandable.

Staff Matters:

1. Assist in the recruitment of project staff in conjunction with the management team and ensure all relevant legislation and policies are adhered to.
2. Carry out regular supervision and appraisal of staff, identifying individual training needs and informing the manager of these as they arise.
3. Promote and encourage effective communication between team members including through regular team meetings.
4. Ensure that effective induction is carried out.
5. Participate in action identified to meet training and development needs.

Management:

1. Ensure that all staff are aware of the Associations policies and procedures and are informed promptly of changes.
2. To ensure the safe keeping and administration of drugs in accordance with agreed policy and legislation.
3. To ensure that all staff are aware of the need for strict confidentiality regarding the health and personal affairs of residents.
4. Maintain good working relationships with other health and social service professionals and agencies involved with residents or the Association. To develop and maintain relationships with relatives, neighbours and others in the local community.
5. To ensure that residents and staff are fully aware of fire and emergency procedures, and those staff are able to fulfil their responsibilities and work to procedures.

Premises:

1. To advise the Associations relevant officer of any malfunction or faults, and ensure the security of the premises.
2. To ensure that the fire regulations are complied with and advise the Manager if there is any risk
3. To ensure that legislation and regulations concerning environmental health and health and safety are complied with and to report where action is required.

Finance:

1. To maintain project petty cash imprest in accordance with HPHA procedures.
2. To ensure the safe keeping of resident's money kept within the home.
3. To authorise staff for additional hours and expenses and approve payments within allocated resource levels.
4. To draw up staff rota's within allocated resources and submit additional hours and expenses claims to Managers for authorisation.
5. To oversee and manage staffs' procurement card expenditure via centre suite. Also to reconcile

bank statements.

Records and Administration:

1. To ensure that records required by the Care Act 2014 and by the Associations, are complied with and kept in a safe place in the home at all times.
2. To ensure that people we support have comprehensive, relevant and up to date files and records detailing the support they want and need. To ensure the records clearly evidence their choices and desires and their contribution to the management and control of the service. To work in the best interest of our service users, including their overall circle of support, families, carers and relevant professionals.

SPECIAL CONDITIONS OF SERVICE

1. The hours of working should be flexible to cover evening, bank holiday and weekends if required.
2. To undertake 'sleep in' duties.
3. To participate in the on-call system only for the home if required.

Any other reasonable duties at the request of the Manager, Services Manager or Area Manager.

To participate in the development of this job description as necessary. This job description reflects the present requirements of the post. As duties and responsibilities develop and change, the job description will be reviewed.

HPCHA operates a non-smoking policy. It is not permitted to smoke in any property belonging to tenants or the Association. Services Users co-operation can be sought to encourage them not to smoke whilst you are in their homes.

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PERSON SPECIFICATION

ASSISTANT MANAGER CARE HOMES

	Essential	Desirable
Experience Experience of working with people in this client group	X	
Ability to Communicate effectively verbally and in writing Respond appropriately in a crisis To understand and manage a budget Supervise and support staff effectively Plan appropriate care and support for residents Demonstrate good administrative and organisational skills Communication with other professional organisations in the community	X X X X X X X	
Personal Characteristics Responsible and reliable Understanding and commitment to Equal Opportunities Flexible approach and responsive to change Commitment to ordinary life principles Highly motivated and enthusiastic Ability to work with individuals whose support needs are complex and whose behavior may challenge	X X X X X X	
Knowledge and Understanding Understanding of the Registered Homes Act 1984, parts 1 & 11 Knowledge of community care philosophy and good practice in working with client group Knowledge of welfare benefits Knowledge of community resources and facilities Knowledge and understanding of Health & Safety Legislation	X X X	X X X
Other Requirements Ability to work to a rota to provide 24 hour cover Ability to work unsocial hours and on call Car Driver Use of car for work	X X X X	

