

Job Description and Person Specification

Role: Assistant Manager



Job Description

Job Title	Assistant Manager
Grade	6
Service	Housing with Care
Reports to	Community Resource Manager (Registered Manager)
Location	Citywide
Job Evaluation Code	Y5430D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our Priorities – Increasing the economic prosperity of the city and region, improving outcomes and tackling inequalities within our communities, and tackling the causes and consequences of climate change.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

- 1. To assist the Registered Manager (Community Resource Manager) in the overall management and administration of a Housing with care service.**
- 2. To assist the Registered Manager to implement, maintain and meet the CQC Essential Standards of Quality and Safety**
- 3. To support the aims and objectives of Housing with Care as outlined in the Statement of Purpose.**
- 4. To support the Registered Manager in the responsibility for the co-ordination of services provided 'on site'**
- 5. To offer choice and control to people using services, while ensuring they maintain their independence and achieve their outcomes. To contribute to the prevention of unnecessary admission to hospital entry to residential and nursing homes**
- 6. To work with the Registered Manager to continuously improve the service overall**

Main Duties & Key Accountabilities

- 1. To ensure care and support is provided in accordance with Coventry City Council's Equal Opportunities Policy and that all people who use our services their needs are considered on an individual basis.**
- 2. To contribute towards the delivery of the Aims and Objectives of the Service Operational Plan and relevant Performance Targets and indicators.**
- 3. To promote the independence of people who use our services and facilitate activities that increase and maintain independence to support the delivery of individual outcomes.**

- 4. To ensure the rights of people who use our services are upheld and promoted at all times, assuring the principles of choice, dignity, respect, privacy, empowerment and fulfilment.**
- 5. Provide direct personal support to people who use our services, including physical assistance, as required, to ensure the maximum well being of each individual.**
- 6. Act as a role model of high quality care and support practice whilst monitoring the practice of staff and taking remedial action when necessary, to ensure that expected standards of practice and conduct are maintained. Coach, guide and develop staff in delivering a high quality service.**
- 7. Undertake assessments and ensure care and support plans are formulated involving the people who use are services, staff and relevant others, that these are revised as needs change and that support staff are working to the current care/support plan within a set period of time, including promoting and facilitating service user participation in activities within the centre and local community**
- 8. Undertake report writing on individual service users, and supervise and support other staff in writing daily reports and other reports where agreed. Arrange, organise and, as necessary, chair reviews involving individual service users and liaising effectively with others.**
- 9. To ensure people who use are services are safeguarded through the application of policies and procedures and liaising with other agencies and professionals.**
- 10. Liaise effectively with outside agencies and other professionals e.g. GPs, DNs, CPNs and therapists, and support when visiting the establishment. Ensure service users' health needs are met through appropriate reporting and recording procedures. Control and administer medication as prescribed in accordance with policies and procedures and ensure that staff follow these procedures.**
- 11. To promote social, leisure and learning opportunities for people who use our service.**
- 12. To ensure that high quality practice and services are provided at all times and that all complaints/comments received at the unit are logged, acknowledged and progressed in line with the Corporate/ Directorate policies and procedures.**

- 13. To ensure that all Health and Safety Regulations are adhered to, including the carrying out of Risk Assessments, so that a safe and secure environment is provided.**
- 14. To ensure that corporate, directorate and local policies and procedures are adhered to at all times.**
- 15. Demonstrate a commitment to the personal development of self and others and attend training sessions to meet identified learning needs enabling acquirement of the appropriate qualifications, as required by relevant registering bodies, and the City Council.**
- 16. To Implement and meet CQC Essential Standards of quality and safety as required**

Specific Duties

- 1. To take responsibility for the effective management of care and housing support across the service. Deputising for the Registered Manager (Community Resource Manager) in their absence and acting as a Care Manager to ensure the effective day-to-day running of the service including the maintenance of staff rotas.**
- 2. To act as a role model for high quality care and support practice. Assist the Registered Manager in establishing high standards of service delivery, monitoring staff practice to ensure that expected standards of practice and conduct are maintained. To coach, guide and develop staff in delivering a quality service to meet the outcomes of tenants.**
- 3. To participate in the provision of personal care and support to tenants, including physical assistance, as required ensuring the maintenance and maximisation of independence of each individual.**
- 4. To be responsible for and participate in, the provision of an effective support programmes and associated care planning and the reviewing system, undertaking report writing and supervising/supporting others in the writing of reports.**
- 5. To support the Registered Manager by assisting in the investigation of complaints regarding service delivery within the service.**

- 6. To establish and maintain budgetary control procedures, to ensure effective rota management.**
- 7. To undertake individual and group supervision, keeping appropriate records and assist the registered manager in identifying and meeting the developmental needs of individuals and the staff team, including the planning and delivery of effective induction to employees.**
- 8. You will be required to organise, lead and chair management and staff meetings**
- 9. To establish and maintain staff rotas, which effectively deploy staff to meet the housing support and care needs of all people who use our services.**
- 10. To lead and manage effectively within the recruitment and selection process of staff and volunteers**
- 11. Participate in the management On Call rota as required, including weekends and Bank Holidays, and also covering for other Assistant Managers in their absence.**
- 12. Any other duties and responsibilities within the range of the salary grade.**
- 13. All duties and responsibilities must be carried out with due regard to the City Council's Health and Safety Policy.**

Key relationships

External

Housing Landlord
District Nurses
General Practitioners
Hospital staff
Families

Internal

Social work teams
Internally Provided Services
Occupational Therapists
Human Resource
Trade Unions
Finance Team

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Senior Support Staff
Support Staff
Laundry Domestic
Kitchen

Person specification

Job Evaluation Code	
Knowledge	
Equality Diversity and Inclusion	
Principles of Promoting Independence, choice and control	
Data Protection and GDPR	
Effective Person Centred Care Planning and goal setting	
Safeguarding Principles and practice within a social care setting	
Care Quality Commission	
Multi Disciplinary approaches and effective partnership working	
Skills and Abilities	
In building effective working relationships with tenants, employees, carers, and other agencies	
To provide services that maximise people's independence.	
To deliver services within established boundaries to achieve best outcomes for service users	
The ability to lead and manage a group of staff working on a rota system including unsociable hours	
To deliver services in accordance with any appropriate service plans	
To communicate effectively in both formal and informal settings	
To prioritise, delegate and coordinate the work of others	
To work with a variety of agencies to ensure care packages are delivered.	
To deliver constructive interventions in order to successfully manage conflict.	
To participate in and organise activities for tenants.	

To work as part of a management team.
To use initiative to respond flexibly to the needs of tenants and staff
To provide learning interventions for Housing Support employees that deliver identifiable improvements in service delivery
To solve problems in relation to managing a diverse employee and tenant group
To ensure the most effective use of limited resources
To be able to make evidence based decisions, and keep accurate records.
Experience
Management within a CQC Registered Service
Positive Risk Taking
Reablement/Promoting independence
Qualifications
NVQ level 3 promoting independence or equivalent
Special Requirements

To complete a Level 5 Social Care Management/Registered Managers Award

Date Created	November 2011	Date Reviewed	January 2024
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