

# Job Description and Person Specification

Role: Assistant Unit Manager



# Job Description

<b>Job Title</b>	Assistant Unit Manager
<b>Grade</b>	7
<b>Service</b>	Internally provided Services
<b>Reports to</b>	Registered Manager
<b>Location</b>	Eric Williams House/Citywide
<b>Job Evaluation Code</b>	



# 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 aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**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 in the overall management and administration of the unit.
2. To support the aims and objectives of the unit as outlined in the Statement of Purpose.
3. To support the Registered Manager in the responsibility for the co-ordination of services provided.
4. To assist residents accessing the services in maintaining their independence and achieving their outcomes and ensuring all their physical and mental needs are met.
5. To work as a manager within Provider Services to continuously improve overall.

## Main Duties & Key Accountabilities

**Note: All staff within Adult Social Care Reviser Services have the following responsibilities within the scope of their role.**

1. To ensure care and support is provided in accordance with Coventry City Council's Equality, Diversity and Inclusion Policy and that all resident's needs are considered on an individual basis.
2. To participate in staff meetings and to contribute towards the delivery of the Aims and Objectives of the Service, the Operational Plan and relevant Performance Targets and indicators.
3. To promote the independence of resident's who access the service and facilitate activities that increase and maintain independence and support the delivery of individual outcomes within a supportive environment including the use of local community facilities.
4. To ensure that people' rights are upheld at all times, to maximise the choices available to people and actively involve people who access the service in decision making about all aspects of the care and support they receive.
5. To ensure good safeguarding practice within the unit, through the application of policies and procedures and liaising with other agencies and professionals.
6. To promote social, leisure and learning opportunities for resident's who access the service.

7. To ensure that high quality practice and services are always provided and that all complaints/comments received are logged, acknowledges and progressed in line with the Corporate/Directorate policies and procedures.
8. 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.
9. To ensure that corporate, directorate and local policies and procedures are adhered to at all times.
10. To work closely and collaboratively with the relevant Social Work Team and other agencies such as Primary and Acute Health Care Services to continually improve the health and quality of life of people who access the service.
11. To support and work with the carers/relatives/friends of the resident's accessing the service in delivering the outcomes required by individuals and to ensure that the service is part of the local community.
12. To undertake training and acquire appropriate qualifications, as required by relevant registering bodies, and the council.

#### Specific Duties

1. To take responsibility for the effective management of the service in all its aspects, taking delegated responsibility for specific areas of the service. Deputising for the Manager in their absence and acting as Manager to ensure the effective day-to-day running of the Unit including the maintenance of staff rotas.
2. To act as a role model for high quality care and support practice. Assist the 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 and in meeting the individual outcomes of the people who access the service.
3. Participation in the provision of personal care and support people, 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 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 and resolution of complaints regarding service delivery.
6. To liaise effectively with partner agencies, other relevant professional and informal carers. To ensure that resident's health needs are met through appropriate reporting and recording procedures. To order, receipt and administer medication as prescribed in accordance with community services procedures and good practice and ensure staff follow these procedures.

7. To assist the Manager with budgetary control procedures and be responsible for the budget monitoring and reporting.
8. To undertake individual and group supervision, keeping appropriate records and identifying and meeting the developmental needs of individuals and the staff team, including the planning and delivery of effective induction to new starters.
9. To implement effective communication systems within the service and participate in/monitor the briefing system. To ensure that written and verbal handovers are delivered to a high standard ensuring continuity of care.
10. In conjunction with the Manager participate, arrange, organise and chair management and staff meetings. Support the Manager in the formulation and achievement of aims, objectives and staff development plans for service.
11. To establish and maintain staff rotas, which effectively deploy staff to meet the support and care needs of all resident's accessing the service.
12. To be responsible for personnel management function, participating and often leading in the recruitment and selection process of staff and volunteers and monitoring probationary periods for new staff.
13. Maintaining and developing awareness for self and the team of policy, professional and legislative developments in the field of learning difficulties/disabilities and to lead and participate in Health and Safety training to an agreed standard.
14. To participate in the running of the service, this will include some shift and weekend work.
15. To participate in out of hours on call duties and maintain the rota for the on call.
16. Any other duties and responsibilities within the range of the salary grade.

## Key relationships

<b>External</b> Other professionals CPN's General Practitioners District Nurses NHS CQC Police and Fire and Ambulance Infection prevention and control teams Health and Safety teams	<b>Internal</b> Other internally provided services. Service users Staff Social Services Health and Safety
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## 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:

<b>Staff managed by postholder:</b> <b>The staffing team within Eric Williams House</b>
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## Person specification

<b>Job Evaluation Code</b>	
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>• Sound Knowledge of Dementia</li> </ul>	
<ul style="list-style-type: none"> <li>• The principles of Good Dementia Care</li> </ul>	
<ul style="list-style-type: none"> <li>• Equalities Legislation and the effects of discrimination</li> </ul>	
<ul style="list-style-type: none"> <li>• The principles of promoting independence</li> </ul>	
<ul style="list-style-type: none"> <li>• Of the social care agenda, delivering outcomes and personalisation</li> </ul>	
<ul style="list-style-type: none"> <li>• Working with different agencies to deliver a joined-up service</li> </ul>	
<ul style="list-style-type: none"> <li>• Working in an environment of continuous improvement</li> </ul>	
<ul style="list-style-type: none"> <li>• Procedures and policies in relation to complaints, personnel, finance, budgetary control, service user records and other support functions.</li> </ul>	
<ul style="list-style-type: none"> <li>• The social care needs of people who are end of life</li> </ul>	
<ul style="list-style-type: none"> <li>• Procedures and policies regarding disciplinary, grievance and capability matters in relation t staff and volunteers</li> </ul>	
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"> <li>• In building effective working relationships with people with Dementia, employees, carers and other agencies.</li> </ul>	
<ul style="list-style-type: none"> <li>• To provide services that maximise people’s independence, using risk assessments to balance risk and opportunity.</li> </ul>	
<ul style="list-style-type: none"> <li>• To deliver services within established boundaries to achieve best outcomes for service users.</li> </ul>	
<ul style="list-style-type: none"> <li>• The ability to lead and manage a group of staff working on a rota system.</li> </ul>	
<ul style="list-style-type: none"> <li>• To deliver services in accordance with any appropriate service plans</li> </ul>	
<ul style="list-style-type: none"> <li>• Ability to co-ordinate the work of others.</li> </ul>	
<ul style="list-style-type: none"> <li>• Skilled in supervising, leading, monitoring, supporting and co-ordinating staff in line with the directorate’s supervision policy.</li> </ul>	
<ul style="list-style-type: none"> <li>• To work with a variety of agencies to ensure care packages are delivered.</li> </ul>	
<ul style="list-style-type: none"> <li>• To deliver constructive interventions in order to successfully manage conflict.</li> </ul>	
<ul style="list-style-type: none"> <li>• To work as part of a management team.</li> </ul>	
<ul style="list-style-type: none"> <li>• To use initiative to respond flexibly to the needs of the resident’s.</li> </ul>	

<ul style="list-style-type: none"> <li>• To be able to make evidence-based decisions and provide learning in keep accurate records.</li> </ul>
<ul style="list-style-type: none"> <li>• To provide learning interventions for employees and deliver identifiable improvements in service delivery.</li> </ul>
<ul style="list-style-type: none"> <li>• To solve problems in relation to managing a diverse employee and resident's group.</li> </ul>
<ul style="list-style-type: none"> <li>• Effective communication skills, both oral and written in order to discharge the responsibilities of this post.</li> </ul>
<ul style="list-style-type: none"> <li>• Ability to monitor budget expenditure.</li> </ul>
<b>Experience</b>
<ul style="list-style-type: none"> <li>• Delivering positive outcomes for people with Dementia.</li> </ul>
<ul style="list-style-type: none"> <li>• Managing with available resources.</li> </ul>
<ul style="list-style-type: none"> <li>• Providing services for people with Dementia including people with complex needs including challenging behaviour and physical health needs.</li> </ul>
<ul style="list-style-type: none"> <li>• Working in an enabling manner with service users.</li> </ul>
<b>Educational</b>
<ul style="list-style-type: none"> <li>• Registered Managers Award, NVQ 4 in Health and Social Care</li> </ul>
<ul style="list-style-type: none"> <li>• Advanced Management of Care. Certificate in Management.</li> </ul>
<ul style="list-style-type: none"> <li>• Diploma in Welfare Studies or any other qualification which meets registration requirements.</li> </ul>
<b>Special Requirements</b>
<ul style="list-style-type: none"> <li>• This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).</li> </ul>

<b>Date Created</b>		<b>Date Reviewed</b>	October 2023
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