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POSITION	ASSISTANT MANAGER
RESPONSIBLE TO	REGISTERED MANAGER

This job description is a statement of the core duties of the Assistant Manager, but it is not an exhaustive list. The Company may revise this job description to meet the needs of the business and reserves the right to require you to perform other duties from time to time.

SUMMARY OF ROLE

- To assist the Registered Manager to efficiently manage the day to day running of the business.
- Provide sound leadership to ensure staff members are clear about their respective duties and responsibilities and have the support they need to carry out their roles safely.
- Adopting a person-centred approach that gives each service user the strongest voice with regards to decision making and lifestyle choices.
- To offer support and guidance to Team Leaders, Area Coordinators, team members, and service users, both in the working day and as part of "On-call" duties as and when required.
- To work in collaboration with the accounts department to confirm details of purchase orders and follow up as necessary.
- To follow and uphold Serendipity Healthcare Ltd policies and procedures and ensure Care Quality Commission and Social Services provider standards are met for Service Users.

PRINCIPLE RESPONSIBILITIES

MANAGE YOUR OWN RESOURCES

- i. Know the requirements of your job role.
- ii. Manage your own personal development and take part in any training required to stay current in your role.
- iii. Manage your own performance and ensure you meet or exceed set targets.
- iv. To deputise for the Registered Manager as required in their absence.
- v. To cover Team Leaders responsibilities as and when required
- vi. To carry out Manager on Call duties
- vii. To answer phone calls from service users, staff and third parties, dealing with each enquiry appropriately and within your scope of responsibility
- viii. Participation in general management and administration of the organisation
- ix. Prepare reports, and monitor statistics as required by the Manager.

- x. Collaborate with the accounts department with all aspects of purchase orders/invoicing.
- xi. To monitor and rectify any issues with all organisational invoice monitoring i.e., client change forms.
- xii. To support and facilitate the growth of the company in all aspects of the role.
- xiii. To work flexibly as required by the needs of the service.
- xiv. Support Team Leaders and Area Coordinators with service user reviews and assessments as necessary, offering guidance and advice.

PROVIDE LEADERSHIP FOR YOUR TEAM

- i. Develop and maintain good communication with the members of your team.
- ii. Monitor, plan and undertake timely appraisals, supervisions and spot checks of care staff in line with organisational needs and targets, offering constructive feedback and support where required.
- iii. Monitor and support the activities of the team, dealing with any concerns within your scope of competence.
- iv. Report all outstanding concerns or issues to the Manager.
- v. Monitor, support and give guidance to Area Team Leaders and Coordinators with all aspects of their job role.
- vi. Identify and report unacceptable / poor performance to the Manager.

LEAD AND PARTICIPATE IN MEETINGS

- i. Participate in and lead team meetings in line with organisational policy.
- ii. Feedback information, suggestions and issues from the team to the Manager and team members following organisational procedures.

ENSURE HEALTH & SAFETY REQUIREMENTS ARE ADHERED TO AT ALL TIMES.

- i. Have a strong understanding of and always follow policies and procedures.
- ii. Identify and report all aspects of the workplace which could harm yourself or other people.

SUPPORT CUSTOMER SERVICE AND RESOLVE SERVICE PROBLEMS.

- i. Liaise with service users and third parties (Social Workers, Occupational Therapists etc.) to ensure that service user needs are met, and issues resolved.
- ii. Ensure all complaints and concerns are documented and reported to the manager.

Signature: (Assistant Manager)	
Date:	
Signature: (Manager)	
Date:	

PERSON SPECIFICATION – ASSISTANT MANAGER

Qualifications	
Level 2 NVQ/QCF in Health and Social Care (or equivalent)	Essential
Level 3 NVQ/QCF in Health and Social Care (or equivalent)	Essential
Level 2 NVQ/QCF Team Leader (or equivalent) (or willing to work towards)	Desirable
Level 3 NVQ/QCF Management (or equivalent)	Desirable
GCSE A-C (or equivalent) in maths and English	Desirable
Level 4/5 NVQ/QCF in Management	Desirable
Experience	
Experience of supervisory management in the care provision sector	Desirable
Experience of customer care / handling complaints / problem solving	Essential
Experience of care services, risk assessment and person centred care and support	Essential
Experience of financial management desirable	Desirable
Skills	
Able to work as part of a team	Essential
Excellent written and verbal communication skills	Essential
Good organisational and planning skills	Essential
Able to work independently and use own initiative	Essential
Able to multi-task and manage difficult situations calmly and effectively	Essential
Able to motivate, lead and inspire team members	Essential
Able to support customers with all aspects of their daily living in a manner that respects their dignity, is non- judgmental and promotes their independence, choices and privacy	Essential
Knowledge	
Knowledge of CQC fundamental standards	Essential
Knowledge of general IT systems – Microsoft Office etc.	Essential
Knowledge of relevant legislation e.g. Mental Capacity Act 2005	Essential
Knowledge of Safeguarding procedures and recognising abuse	Essential
Knowledge of DCC contracting and invoicing systems and procedures	Essential
Knowledge of 'CareFree' management system	Desirable
Knowledge of 'PASS' Care Planning System	Desirable
Personal Characteristics	
Professional approach to work	Essential
Tactful and diplomatic approach when dealing with staff and service users	Essential
Positive and enthusiastic about the care sector and the business	Essential
Committed to continuous improvement of the service, systems and personal development.	Essential
Others requirements	
Able to work flexibly, including bank holidays, evenings and weekends if required	Desirable
Full driving license and access to a vehicle	Desirable