Isle of Anglesey County Council

Job Description / Person Specification

PART A

Job Title: Residential Care Home Assistant Manager

Post Number:

Service / Section: Provider Unit

Grade: 5

Overall Job Purpose:

To assist the Registered Manager in all aspects of the day to day running of the home. To ensure all aspects of the management of the home meet with the requirements of the National Minimum Standards and Regulations for Residential Care Homes (Wales) 2002.

To act as the Home Manager across the whole range of duties in the absence of the Registered Managers.

To assist the Home Manager with the budgetary management of the home on a day to day basis .

To be responsible for assisting in the management and supervision of the staff team.

General: To comply with the local authority's Corporate Safeguarding Policy and the safeguarding duties and responsibilities which that policy places on every employee, aligning with the core values of the Authority which includes supporting children, adults who may be at risk and their families to keep them safe and healthy.

In accordance with the Local Authority's Corporate Safeguarding Policy and the Social Care Wales Safeguarding Framework, this role requires the postholder to complete safeguarding training at the appropriate level. All employees must complete Group A (mandatory e-learning). In addition, the post holder will need to ensure that they comply with the requirements of the below level of training in accordance to the Safeguarding Training Framework.

Group B ☐
Group C ☒
Group D ☐
Group E ☐
Group F ☐

For guidance on above Safeguarding levels, visit: https://socialcare.wales/resources-guidance/safeguarding-list/national-safeguarding-training-learning-and-development-standards

Main Duties / Responsibilities:

- To liaise with and co-operate with CSSIW inspectors during inspections and other visits.
- Ensure that care and support offered is of a high standard and complies fully with the requirements of the standards and regulations.
- To ensure that the home's admission policy is fully complied with.
- To demonstrate the Home's capacity to meet the assessed needs
- (including specialist needs) of all individuals admitted to the Home.
- To ensure that prospective service users are invited to visit the Home and to move in on a trial basis.
- To ensure that all service users have a plan of care which are "Person Centered" and that each individual and their representatives have been involved in drawing up their care plans following full assessment.
- To conduct care assessments and risk assessments for individual residents.
- To ensure that all service user's needs and care plans are reviewed monthly with the individual service user and or their representative.
- To monitor and note the general health and wellbeing of the resident and their circumstances.
- To maintain and ensure adherence to policies relating to the ordering, receipt, recording, storage, handling, administration and disposal of medicines.
- To ensure that records of all financial transaction are maintained and kept up to date and available for inspection.
- To ensure that all services work in accordance to Health & Safety guidance.
- To undertake tasks/projects as directed by Manager, Business Manager or Head of service to increase efficiency and effectiveness of service.
- To ensure fire drills and fire testing are carried out and recorded.
- To ensure that safe working practices are being demonstrated at all times.
- To follow appropriate procedures in the event of accidents/emergencies.
- To ensure that the Safeguarding Policy is adhered to, to protect and safeguard vulnerable people.

- To work with other professional colleagues to ensure the service user best interests are identified and plans established to meet them.
- To support and work closely with families and friends offering them professional and emotional support, sensitive to individual need.
- To ensure that service user's rights are respected at all times and in line with the Human Rights Act and Mental Capacity Act 2005 and ensuring Deprivation of Liberty (DOL) guidelines are always followed.
- To gain views from all service users, their families and / or representatives to determine where improvements can be made.
- To monitor, record and authorise annual leave and monitor sickness absence.
- To be responsible for the health and safety of staff, service users and all visitors to the Home. Ensuring that relevant risk assessments are undertaken and reviewed as required.
- When delegated by the Manager, be responsible for ensuring that rotas are completed.
- To ensure staffing levels and skill mix are consistent with the service user's needs and the Home's occupancy.
- To ensure that staff meet the statutory and mandatory training requirements.
- As delegated by the Manager to undertake meaningful individual supervision of identified staff.
- To contribute to the Annual Performance Review of staff.
- To ensure that handover is undertaken at the start and end of shift to ensure clear lines of communication.
- To chair monthly team meetings in the absence of the Manager.
- To communicate a clear sense of direction and leadership, which staff and service user understand and are able to relate to the aim and purpose of the Home.
- To be approachable and supportive to staff and managers
- To create a positive and supportive culture within staff team
- To maintain confidentiality at all times.
- To undertake the role of Dignity in Care Champion and promote the ethos of Dignity in Care within the home.

- To assist with social functions at the home.
- To report any repairs and maintenance to the relevant department.
- To be aware of and comply with safe working practices as laid down by the Health and Safety at Work Act.
- To undertake responsibility for making decisions and acting responsibly in the wake of POVA incidents.
- To undertake responsibility for making decisions pertaining to hospital admissions and other significant wants pertaining service users.
- To report all significant events under the guidelines of Regulation 38 to the CSSIW.
- To undertake responsibility for keeping families informed of significant changes pertaining to service users.

Person Specification:	**Essential (E) Desirable (D)**
Education and Training	
The minimum educational requirements/professional or vocational qualifications for the post:	
1. 3 GCSE or above	**E**
2. NVQ Level 3 in Care	**E**
3. Willing to undertake QCF Level 5 Care Management	**E**
Any specific training required for the post including Certification:	
1. Good IT skills	**E**
2. Leadership skills	**E**
3. Commitment to quality, excellence and high standard	**E**
Key Competence Requirements	
Job related knowledge:	
1. Experience of working within a Care Home setting and within the standards as defined in the National Minimum Standards for Care Homes for Older People	**E**
2. Experience in working in a multi disciplinary environment	
3. Experience in managing, supporting, motivating and developing staff	**E**
4. Experiences of supervising and appraising staff	**E**

Specific skills: 1. Self-motivated 2. Adaptable and resilient to work under pressure from time to time 3. Ability to negotiate with a wide range of people including professionals and relatives 4. Has a focus on meeting targets and on continuous improvement 5. Possess UK Driving License	**E** **E** **E** **E** **E**
Managerial skills critical for effective performance: 1. Possesses leadership skills and able to vary style according to individual and situational needs. 2. Treat people with respect and dignity. 3. Possesses openness, honesty and integrity. 4. Actively promotes equal opportunities and accepts diversity. 5. Ability to successfully lead a team. 6. Good team player.	**E** **E** **E** **E** **E** **E**

Position in the Organisation:	
Reports to:	Community Services Manager
Staff Supervised:	All care and domestic staff within the home.

Working Arrangements and Conditions:	
Working Week:	Any 5 out of 7 Monday – Sunday
Identified Work Base:	Anglesey
Contracted Hours:	37
Spread:	Any 5 days out of 7 to include evenings, nights and weekends, some flexibility of hours to meet specific work demands.

Language Requirements
Welsh Language Skills (Please see the skills framework attached)

Listening (Tick One)		Level 1 ☐	Level 2 ☐	Level 3 ☒	Level 4 ☐	Level 5 ☐
Reading (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☒	Level 4 ☐	Level 5 ☐
Speaking (Tick One)		Level 1 ☐	Level 2 ☐	Level 3 ☒	Level 4 ☐	Level 5 ☐
Writing (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☒	Level 4 ☐	Level 5 ☐
English Language Skills (Please see the skills framework attached)						
Listening (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒
Reading (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒
Speaking (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒
Writing (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☒	Level 5 ☐

Flexibility

Your attention is drawn to the fact that in some cases particular duties and responsibilities are difficult to define and may vary from time to time without changing the general character of the duties and level of responsibilities entailed. In addition, it is a requirement of all employees that they accept elements of flexibility in duties and responsibilities and when necessary interchange within the organisation which will meet the changing needs and demands of the service. Such a requirement will enable the particular expertise of the post-holder to be developed and maximised to the mutual benefit of both employer and employee.

Date of preparation of this job description document: 27th January 2012 (Original Document)

PART B	Part A and Part B need to be completed fully for Job Evaluation Assessment -

Further Knowledge, Skills and Competencies required for job evaluation assessment (can also be assessed during Interview):

Personal Attributes - Essential

1. Have a calm approach under pressure and the ability to deal with emergencies in a way that gives confidence to those involved
2. Keen and enthusiastic
3. Positive attitudes towards service users and colleagues

Personal Circumstances - Essential

1. Possession of a current driving licence / car driver essential
2. Clean CRB

Financial Resources	
Level:	A
Indicative Value:	

Physical Resources	
Land and buildings - No./area	Value: £ N/A
Plant / Vehicles / Equipment	Value: £ N/A
Information Systems - No./volume	Value: £ N/A

Delegation:

Demands within the job:	
Physical Demands:	Tasks are undertaken mainly in a sedentary position and allow for considerable flexibility of movement. There may be limited requirement for standing, walking, bending, or stretching; or an occasional need to lift to carry items.
Mental Demands:	The job requires general awareness and sensory attention with considerable levels of work-related pressure from deadlines, interruptions or conflicting demands on the jobholder.

Emotional Demands:	The job involves contact with, or work for, people, which through their circumstances or behaviour places regular significant emotional demands on the job

Normal Work Location:

☐ Normally office based

☐ Office based but with some site / home / meeting visits

☒ Role involves substantial travelling with occasional visits to identified work base

Business Travel:

☐ No business travel

☒ Some business travel. Postholder may be called upon to provide own vehicle

☐ Some business travel. Council vehicle may be provided to postholder

☐ Postholder employed as driver / required to operate specialist machinery

Exposure to disagreeable working conditions

Environmental:

☐ Minimal / normal office environment

☒ Some

☐ Significant

Aggressive / Difficult Clients:

☐ Minimal

☒ Some

☐ Significant

Other Conditions

DBS Check Required:

☒ Enhanced

☐ Standard

☐ Not Applicable

Work Flexibilities / Restrictions

Politically Restricted Post:

☐ Yes

☒ No

Home / Mobile Phone Provided:

☒ Yes

☐ No

Protective Clothing Provided:

☒ Yes
☐ No

Language Skills - Workplace Assessment Levels

(i) Listening

0	No skills
1	Able to understand basic enquiries in Welsh /English
2	Able to understand a basic social conversation in Welsh / English
3	Able to follow routine conversations involving work between fluent Welsh / English speakers
4	Able to follow the majority of conversations involving work including group discussions
5	Able to understand all conversations involving work

(ii) Reading

0	No skills
1	Able to read basic words and phrases, e.g. signs or short and simple notes
2	Able to read basic material involving work (slowly)
3	Able to read routine material with a dictionary
4	Able to read the majority of material in own area
5	Able to understand all material involving work

(iii) Speaking

0	No skills
1	Able to conduct a general conversation [greetings, names, saying, placenames]
2	Able to answer simple enquiries involving work
3	Able to converse with someone else, with some hesitancy, regarding routine work issues
4	Able to speak the language in the majority of situations using some Welsh / English words
5	Fluent – able to conduct a conversation and answer questions, for an extended period of time whe necessary

(iv) Writing:

0	No skills
1	Able to write basic messages
2	Able to answer simple correspondence with assistance
3	Able to draft routine text, with editing assistance

4	Able to prepare the majority of written material related to the area, with some assistance in term of revision
5	Skilled – able to compete written work without the need for revision