

Job Title: **Assistant Manager**
Hours of Work: **21 hours**
Location: **12 Firrhill Neuk**
Contract: **Permanent**

PURPOSE OF POST

Support and, in their absence, deputise for the Manager to deliver quality, person-centred day support services which meet the needs of service users, their carers and all current legal and regulatory body requirements in particular, the Care Inspectorate.

Provide day to day leadership and supervision to the service Support Workers to deliver an outcomes focused service.

Assist the Manager and Board of Trustees to maintain and develop the service.

ACCOUNTABILITY AND SUPERVISION

1. The post holder is accountable to the Manager who will provide regular line management support and supervision.
2. The post holder is responsible for the line management of Support Workers and will offer day to day support and supervision within the Oxgangs Care policy framework.

MAIN DUTIES

Care Management

1. Support the manager in ensuring that the service provides a person-centered service that meets the needs of service users, their carers' and meets National Care Standards. This includes assessment of individuals referred to the service.
2. Ensure Support Plans are developed and reviewed with service users and their carers within required timescales and updated by Support Workers.
3. Encourage service users to participate in daily activity and other aspects of service delivery.
4. Respond to service user emergencies appropriately and timeously.
5. In the absence of the Manager, report to the Care Inspectorate all accidents and incidents relating to service users and ensure that the carers of service users are informed.
6. In the temporary short-term absence of a Support Worker, stand-in to ensure the service runs smoothly.

Staff Management and Development

1. Ensure appropriate daily staffing levels are maintained.
2. Provide leadership and day to day support to all Support Workers.
3. Provide supervision and Annual Appraisals to all Support Workers.
4. Support the manager to keep staff up to date with developments on compliance, policy and best practice.
5. Manage day to day issues of compliance and poor practice and report to the Manager any issues or concerns.

6. Support the manager with staff Training and Development.

7. In the absence of the Manager:

- Report any incident of staff misconduct to the 'identified Trustee' as soon as possible along with a written report.
- Support the Volunteer Co-ordinator and Administrator, as appropriate.
- Take responsibility for personnel issues such as, requests for annual leave, sickness absence etc.

Administration and Finance

1. Contribute to and ensure all recording and monitoring documents relating to care management are up to date, maintained and reports completed.
2. Support the manager with completion of notifications to regulatory bodies and regulatory and contractual compliance recording.
3. Attend internal and external meetings as required.
4. Support the Manager to ensure all Health and Safety Risk Assessments are in place and acted on where improvements are required.
5. Collate quarterly statistics as required and report timeously.
6. Contribute to the effective management of all service resources exercising good cost management practice and budgetary control.

Service Development

1. Support the work of The Board of Trustees and Manager on the development of the service including the Befriending Service.
2. Promote the National Care Standards and SSSC Code of Conduct.
3. Assist the Manager with the Care Inspection process including the feedback session, ensuring improvements in care management are implemented.
4. Contribute to ongoing service development by keeping up to date with best practice.
5. Promote effective communication and relationships within the service and with a range of other external stakeholders e.g. Care Inspectorate, local service providers and Forums
6. Represent Oxfangs Care at relevant networks and meetings as required including Board meetings.
7. Assist the manager to implement any improvements to the service including those required by the Care Inspectorate.

Other

1. The post holder will be expected to manage their workload taking account of priorities and deadlines.
2. The post holder will be expected to identify their own learning and professional development needs and discuss these with the manager.
3. Carry out any other duties appropriate to the position, as required.
4. Register with the SSSC if this is required in the future.
5. Work within external Regulations and Oxfangs Care policies and procedures.

Key Contacts

Carers, Care Inspectorate, City of Edinburgh Council personnel including Social Workers, NHS Lothian personnel, local providers of day services, members of the public.

Additional Information This post is considered Regulated Work with Vulnerable Children and/or Protected Adults under the Vulnerable Groups (Scotland) Act 2007. Preferred candidates will be required to undergo a PVG disclosure check prior to a formal offer of employment from Oxfams Care.

June 2023