**HIGHLAND HOME CARERS – Job Description**

**Title of Post**: Assistant Service Manager

**Responsible to**: Service Manager

**Pay Scale**: Competitive Salary

**Location**: Invergordon

**Hours:**  37.5 hours per week + on call responsibilities

**Job Purpose**

To assist in the operational management of the Care at Home Service in Invergordon under the direction of the Service Manager.

1. **Primary duties and responsibilities**

1.1 Assist in the effective management and development of the Care at Home Service including the management of the Service Administrators and Practice Support Technicians under the direction of the Service Manager.

1.2 Ensure that the service is delivered with sensitivity and that the clients rights to privacy, dignity, respect, confidentiality and choice are maintained at all times.

1.3 Establish and maintain good working relationships with the people we support, colleagues and care/support workers

1.4 Support the direct reports to ensure the service operates within the standards prescribed by national and local policy and practice.

1.5 Assist in maximising sales and gross margin through the development of new and existing contracts.

1.6 Receive and respond to all referrals; ensuring the initial outcome focused assessment is completed.

1.7 Devise and maintain client files, care plans and computerised records to make sure they are up to date at all times

1.8 Ensure the completion of supervision sessions with each member of your designated staff team at least every 6 months; this includes practical supervision in the field, further ensuring that any issues identified are followed through and addressed.

1.9 Meet with new care workers ensuring they are sufficiently trained prior to allocating work load in line with safer recruitment policies and making sure supervision sessions are completed during their probationary period.

1.10 Carry out regular reviews for your client group ensuring all stakeholders are made aware of changes and all client paper work and files are kept up to date.

1.11 Liaise with other partner services e.g. NHS, Social Services, Psychiatry, learning disability and mental health service providers and informal service users and carers. Understand how each service impacts on the work we do in order to meet the needs of clients in the most efficient and appropriate way.

1.12 Participate in duty and on call systems as required.

1.13 Ensure any break down in service delivery is rectified as high priority and that Service Users and NHS (care at home) are kept informed accordingly.

1.14 Ensure all non-conformance to service delivery paperwork is raised and processed with every non conformance and given to your service manager.

1. **General Duties**

2.1 Observe and comply with the standards expected by the Care Inspectorate and Scottish Social Services Council.

2.2 Develop an effective means of communication between members of your team and colleagues.

2.3 Attend operational and general staff meetings and other meeting as required.

2.4 Ensure at all levels that confidentiality is maintained in relation to agreed policy.

2.5 Assist in the promotion of a fair and quality service that is responsive to the needs of clients and stakeholders, ensuring adherence to the requirements of customer care policies at all times.

2.6 Assist the Service Administrators and Practice Support Technicians with covering any unallocated visits including staff sickness and annual leave within your area, this will include you delivering care/support personally sometimes at short notice to people we support within your area.

2.7 Uphold and positively promote equalities in service delivery and employment practices.

2.8 Undertake training courses as required by Highland Home Carers.

Carry out any other duties, which fall within the general areas of responsibility of this post.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Knowledge** | * Knowledge of Self-Directed Support Act and specifically Individual Service Fund * Knowledge of NHS Highlands assessment and commissioning procedures * Knowledge of the Human Rights framework * Knowledge on how to deal with Safeguarding issues appropriately * Knowledge of health and safety matters in relation to adult social care services and risk management | * A knowledge of a specialized area of practice, eg.nutrition/diabetes/ dementia |
| **Skills & Abilities** | * Experience of building positive working relationships with people who use services and their families, staff and other health and social care professionals * Strong oral communication skills with the ability to persuade and influence effectively * Strong written skills with the ability to compile reports and assessments | * Experience of managing and developing an effective staff team including recruitment, training, supporting and supervising staff * Experience of managing the delivery of a social care service * Experience of financial management * Presentation skills * Knowledge of Microsoft PowerPoint |
|  | **Essential Continued** | **Desirable Continued** |
| **Skills & Abilities Continued** | * Ability to maintain clear written and electronic records and to follow statutory reporting procedures * Experience of Microsoft office packages including Word and Excel * Experience of providing a high-quality person-centred health and social care service * Experience of compiling rosters * Able to work autonomously and prioritise workloads effectively * Ability to implement policies, procedures and instructions * An ability to work towards gaining a specialized area of practice |  |
| **Qualifications & Training** | * Must have formal qualifications in Health & Social Care * Self-motivated and keen to learn | * Minimum of SVQ 3 in Health & Social Care (or equivalent qualification) – or must be willing to work towards * Experience of completing person-centred assessments * Train the trainer qualifications * Full driving licence |
| **Equal Opportunities** | * Commitment to incorporating Equal Opportunities and diversity principles to all aspects of work |  |
| **Other Considerations** | * Patient and determined * Flexible and adaptable * Reliable and trustworthy * Able to build rapport and good relationships with people * Professional and smart appearance * Motivator * Able to maintain high standards of confidentiality * Willingness to work flexibly * Belief in the value and potential of Employee Ownership |  |