



**Job Title:** Assistant Service Manager,

**Accountable to:** Service Manager

**Purpose of the role:**

To assist the Service Manager their management role including supervision of staff, audit preparation, support planning and deputising for the Service Manager in their absence. They will maintain a high quality of support for individuals in line with the outcomes identified in their support plan through direct support up to their full time contracted hours of 37 hours per week.

The post holder will be able to demonstrate either through qualification or experience that they have a level of knowledge that is required to support people with a range of complex needs including; complex histories and behaviour that challenges.

To do this effectively the post holder must ensure that their mandatory training is completed and updated in accordance with policy guidance.

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**Key Tasks, Responsibilities and Outcomes**

**Core Duties – People we Support**

**You will:**

- Support the Service Manager in the day to day running of the service. This will include taking line management responsibility for a number of the Specialist Support People. This will include regular supervisions of staff members as delegated by the Service Manager.
- Need to fully understand the support needs of the people you support and their families and be a role model of good practice for other staff
- Support the Service Manager in maintaining appropriate records in respect of these two groups
- Participate as appropriate in relevant reviews at individual, team and service level and work to continually improve practice
- Involve the people you support in all aspects of the planning of their support. This includes developing their support plan, and reviewing how well the support they get works
- Assist those you support to be fully involved in shopping for their clothes and food, to prepare their meals, undertake their housework, including their cleaning and laundry
- Support people to find opportunities in education, employment and leisure, as reflected in their support plan and enable them to take part in these opportunities
- Help the people you support to manage their own money
- Support people with all key aspects of their day including travel arrangements and holidays as required

- Be proficient in the use of information technology and maximise its use in all aspects of their work
- Ensure compliance with and adherence to all risk management guidance

### **Other Duties:**

#### Planning and organising

- You will need to co-ordinate the work you do for yourself and contribute to the wider team approach in meeting the needs of people we support
- You will be able to respond to the different demands and views people have about support arrangements and advise people of plans and actions taken in a timely way
- You will support the Service Manager in ensuring compliance with Waymarks standards and with contracts ensuring that you adhere to Waymarks policies and procedures
- You will be expected to work well with your colleagues and support them in their work, building trust by being open and honest
- You will maintain good working relations with all those who have a stake in the service including care managers, health professionals and landlords.

#### Decision Making

- You will be expected to work well with your colleagues and support them in their work and build trust by being open and honest
- You will need to show that you can plan and prioritise your work so that tasks and targets are achieved properly
- You will have confidence in your own ability as an Assistant Service Manager. You will recognise your skills, abilities and achievements and those of your colleagues.
- You will work with the Team Leader to identify those whose practice needs to improve and follow identified improvement plans
- You will have line management responsibility for a number of staff

In addition to the above the Assistant Service Manager is expected to:

- Be prepared to work flexibly. This may include working weekends, nights, bank holidays (including Christmas and New Year) and to do sleep-ins where required
  - To work across services in your local area to maintain a high quality of support.
  - Adhere to Waymarks policies, procedures and practice statements
  - Keep information about the people we support, colleagues and the company confidential
  - Keep appropriate records as required. As well as completing support plans this will include financial and health & safety records.
  - Meet our requirements to work with the Waymarks Time Management System (DTMS)
  - Develop professionally as an Assistant Service Manager. This means that you are expected to get involved in meetings, work towards gaining qualifications relevant to your work, attend training courses and be willing to learn new things and ways of working.
  - To deputise for the Service Manager in their absence.
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**This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of Assistant Service Manager within Waymarks**

**Assistant Services Manager – Person Specification**

Please use this information to complete your application for the post.

The column 'MOA' outlines the Method of Assessment. Criteria marked 'S' will be considered at short listing, those marked 'I' will be considered at interview and those marked 'Test' will be considered via a short written test completed prior to interview.

<b>QUALITY</b>	<b>ESSENTIA</b>	<b>DESIRABL</b>	<b>MOA</b>
<b>QUALIFICATIONS</b>			
NVQ Level 3 in Care or progress towards NVQ Level 3 in		*	S/ I
Willingness to undertake a relevant qualification	*		I
<b>EXPERIENCE</b>			
Experience of working in services with people with a learning disability	*		S/ I
Experience of financial processes (e.g. petty cash procedures)	*		S/ I
Experience of working in a team	*		S/
Experience of managing/supervising staff		*	S/
<b>SKILLS</b>			
Able to communicate effectively orally, in writing and using easy read and referential materials	*		I
Ability to record and present factual information systematically and accurately	*		S/ I
Ability to work as a team member and promote team	*		I
Ability to demonstrate potential to lead and motivate the	*		I
Ability to demonstrate potential to undertake formal supervision and appraisal	*		I
Planning and organizing (e.g. contributing to developing	*		S/ I
Ability to prioritise workload, manage own time, delegate	*		I
Ability to identify problems and know when to ask for support/help	*		I
Problem solving	*		I
Basic numerical skills (e.g. petty cash record recording)	*		I
Interpersonal skills (help people make choices, develop self help/independence skills)	*		I
Ability to contribute to implementing and reviewing development plans; risk assessments and risk management guidelines for the people we	*		S/ I
Ability to keep information organised, filed and easily accessible at all times	*		I
Ability to demonstrate potential to assist with training/ risk assessments/development plans		*	I

<b>QUALITY</b>	<b>ESSENTIA</b>	<b>DESIRABL</b>	<b>MOA</b>
<b>KNOWLEDGE AND UNDERSTANDING</b>			
Clear understanding of the varying needs and requirements of the people supported	*		I
Knowledge of best practice in services for people with a	*		I
Knowledge of the needs and rights of people with a learning disability	*		I
Knowledge of person centred approaches to supporting people with complex histories	*		I
Know how and where to access organisational policies and	*		I
<b>ATTRIBUTES</b>	*		I
Ability to work as part of a team	*		I
Understanding of and commitment to Equal	*		I
Commitment to Waymarks value base and the continuous	*		I
Able to work flexibly and to respond effectively to changes	*		I
Ability to develop positive working relationships with those involved with the people we support	*		I
Ability to build relationships with the people we support and enable them to expand their circle of support	*		S/ I
<b>OTHER</b>			
Ability to seek inclusion opportunities and introduce the people we support to community facilities, clubs etc.	*		I
Ability to observe/monitor and report signs of triggers for risk behaviours	*		I
Ability to follow risk management guidelines	*		I
Ability to work under the supervision of a Practice Consultant	*		I
Ability to carry out therapeutic work under the supervision	*		I
Ability to supervise others	*		I
Ability to deputise in absence of Service Manager	*		I