

Assistant Community Support Manager Job Description

Job Title: ASSISTANT COMMUNITY SUPPORT MANAGER

Service: Supported Living Services

Responsible to: Community Support Manager

Brief description of job:

Along with all employees, the post holder will have a caring and supportive attitude towards others, which is founded on respect and an effective work style, which is responsive, participative and creative.

The Group expects that the post holder will act at all times in accordance with legal and statutory requirements and Company policy

The Assistant Community Support Manager is responsible for leading a designated group of support workers to ensure that excellent services are delivered to each person supported by The Group. This role is a supervisory role and an Assistant Community Support Manager is expected both to formally and informally (through the use of mentorship, role modelling etc.) supervise each support worker on a regular basis.

Job purpose:

- 1 To work with the Community Support Manager to oversee a supported living service, ensuring that systems are maintained to a high quality.
- 2 To ensure compliance with all external regulatory standards.
- 3 To provide support and supervision of Support Workers within the identified team.

Key Responsibilities:

1. To support and supervise the delivery of person centred services to all people using the service
2. To support the Community Support Manager in the completion of accurate rota and timesheet information
3. To promote and support the health and safety of both people using the service and support staff.

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4. To ensure that the actions of all staff directly supporting people using the service support their care, protection and well-being
5. To develop own knowledge and practice relative to continuous service improvement
6. To provide support and supervision to Support Workers, to ensure effective and efficient person centred service delivery.
7. Use and develop methods and systems to communicate record and report
 - Identify methods and systems to promote effective communication and engagement with individuals and key people
 - Develop communication methods and systems to promote effective communication
 - Evaluate communication methods and systems
 - Maintain and share evidence based records and reports

Key tasks:

1. Contribute to the development and maintenance of healthy and safe practices in the working environment

- Monitor and report on compliance with health, safety and security regulations and requirements
- Contribute to the development of health, safety and security policies, procedures and practices

2. Monitor and Develop practices which promote choice, well-being and protection of all individuals

- Develop and maintain effective relationships to promote the individual's choice about their care and support
- Monitor and promote the individual's rights to expect and receive respect for their diversity, differences and preferences
- Promote the protection of all individuals

3. Manage services which achieve the best possible outcomes for individuals

- Support the Community Support Manager to develop person centred plans for each person using the service
- Ensure the promotion of participation and independence in order to facilitate the achievement of the best possible outcomes
- Manage and monitor systems of the assessment of risk of abuse, failure to protect and harm to self and others
- Support people using the service to maintain family links if they so desire

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- Manage and monitor systems for the administration of medication

4. Ensure individuals and groups are supported appropriately when experiencing significant life events and transitions

- Ensure the service responds effectively to individuals experiencing major life changes
- Ensure individuals who use services are fully involved in the delivery of service
- Support people using the service to maintain family links if they so desire

5. Compliance

- Ensure that the service delivered is compliant with the required external regulatory standards
- Support the Community Support Manager to ensure that the service delivered is compliant to contract

6. Supervisory responsibility

- Supervise, mentor and act as a positive role model to Support Workers to ensure effective and efficient person centred service delivery to all people who use the service
- Conduct annual performance appraisals for Support Workers
- Motivate the staff team to drive and improve service delivery
- Participate in rotational on-call system as assigned

Health & Safety:

- 1 In carrying out the tasks in this job description you have a duty (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes contributing to a safe and secure environment for people who use our services.

This duty includes checking that any person entering Hesley Group property has a right to do so and their visit is recorded in accordance with Hesley Group procedures.

Most challenging aspect of the job:

High quality role modelling, promoting positive relationships, attention to detail and promoting positive attitudes towards people who use our services are vital as is the ability to manage changing priorities and challenge bad practice.

This role is a first rung management appointment, therefore, the achievement of a successful transition from a support worker grade to the management of others

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provides a significant challenge. Implicit to the role is an understanding of the impact of personal behaviour on the ability to lead, delegate and direct the work of others.

The contribution of this role:

Carrying out the tasks on your job description efficiently will ensure the smooth operation of the Group's administration and service. You will, therefore, be making a very important contribution to other employees, to matters affecting individual people who use our services and the achievements of the Group as a whole. This will develop our position with placing authorities who are our customers, as will the positive relationships you make every time you deal with authority personnel and parents by letter, telephone, e-mail or in person.

Through reflection on one's own practice and the practice of others you will contribute to the ongoing service development plan.

This organisation is committed to the protection and safeguarding of children and adults at risk, and promoting their welfare. The Hesley Group, therefore, expects all staff and volunteers to share this commitment.

This post is subject to an enhanced level DBS Disclosure and Barring Check, including a check against the "Barred List" in respect of the Adults Workforce.

Prepared by Recruitment Department

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