



## **Job Description**

**Job Title:** Assistant Manager

**Department:** Applegarth  
Simmins Crescent/Whitteney Drive

### **The opportunity**

Our homes are warm and welcoming. They're safe, comfortable, and a 'home from home' environment. Our managers play a critical part in making this possible. And so, this role is about care, compassion and respect, and making [name of home] the best it can be for the individuals we support.

You'll support the registered manager and deputy manager to lead a team which provides emotional, physical and social support so individuals can enjoy everyday life and make the most of special moments. And by taking responsibility for the day-to-day management of the home in their absence or as delegated, you'll help put our home at the forefront of residential care too.

### **About you**

"I enjoy being part of Vista's person-centred approach to care – an important aspect of supporting someone with learning disabilities is that we encourage them to make their own choices whenever possible, increasing their confidence and independence." Jo, Manager

Our managers are empathetic, compassionate and committed to giving exceptional care. Their leadership skills are second to none, and they strive to deliver the best possible outcomes for those we support. They work hard to improve our service and homes continually. Professional development and upskilling their team are high on their agenda too so that they can meet changing needs. And they're serious about their career in care.

You'll get the most from your time with us if you're serious about a career in care too. You'll have significant experience of working as part of a team in a learning disability setting and ideally with people who have sensory impairment. Preferably you'll have management or leadership experience but it's not essential. You'll be keen to bring fresh ideas to our home and help us be at the forefront of residential care. That's why we'll invest in your development. In return, you'll want to enjoy a long-term career with us.

### **How you'll make a difference to the individuals we support**

You'll work alongside the registered manager and deputy manager, and help make a difference by:

- Enabling individuals to live their life as fully as possible through helping with personal care in line with their Support Plan, and assisting with activities.
- Supporting them to keep their home clean, tidy and safe, and helping with domestic activities as needed.
- Providing practical support with the use of specialist aids and equipment.
- Ensuring systems are in place to review the needs of individuals and be proactive in developing new ways to support them if their needs change.
- Making it possible for individuals to live their life however they wish through helping them make choices, taking part in decisions relating to their home and ensuring they receive the support they need to have control over their life.
- Making sure everyone enjoys a healthy, appetising balanced diet and has a choice about their meals and mealtimes, to meet their individual needs and wishes.
- Making sure individuals are receiving the right support through an up-to-date Person-Centred Support Plan that they have been involved in creating, along with their relatives/representatives.
- Enabling those we support to enjoy regular contact with relatives and friends and build a network of relationships in the home and community.

- Making sure every resident has continuity in their care and their needs are met and regularly reviewed through a key worker or key worker team. You will chair keyworker meetings too.
- Taking on other tasks if required, which can reasonably be expected within this role to help provide the best care possible for those we support.

### **How you'll help deliver the highest standards of care**

You'll work alongside the registered manager and deputy manager to deliver the highest standards of care and safety for residents and the Vista team by:

- Complying with health and safety legislation and taking responsibility for specific health and safety issues in the home as delegated.
- Providing a quality service that meets the essential standards of quality and safety to comply with the Health and Social Care Act 2008 (Regulated Activities) and the Care Quality Commission (Registration) Regulations 2009.
- Ensuring Vista's policies and procedures are fully implemented.
- Making sure the home is run in line with Vista's vision, values, Code of Conduct and Charter of Rights for the individuals we support.
- Taking part in the assessment and admission of individuals coming into the home.
- Making sure medication is managed in line with Vista's policy and procedures on the custody, ordering, administration and disposal of medicine.
- Making sure the rights of individuals are respected, and in line with the Human Rights Act and Mental Capacity Act 2005, and Deprivation of Liberty Safeguards guidelines are followed.
- Safeguarding individuals' financial interests by ensuring appropriate systems are in place and relevant procedure is followed.
- Dealing with situations where an individual's behaviour challenges the service policy and procedure and offering emotional support to staff as needed.
- Safeguarding individuals from abuse, preventing it from occurring and reporting any suspected incidents in line with

Vista's policy and procedures and the local Multi-Agency Policy and Procedures for the Safeguarding of Adults.

- Ensuring that any complaints from individuals and their relatives/representatives are taken seriously and acted upon promptly in line with Vista's complaints procedure, and detailed records kept.
- Making sure all staff follow the Moving and Handling Policy.

### **How you'll make the home the best it can be for those we support**

You'll work alongside the registered manager and deputy manager to help make the home the best it can be by:

- Maintaining the fabric of the buildings to ensure all legislation is met, and a high-quality environment is sustained.
- Ensuring audits are carried out in relation to medication, Infection Prevention and Control, and Health and Safety.
- Ordering equipment and cleaning products when needed and ensuring equipment is kept in good working order.
- Ensuring CQC Key Lines of Enquiry (KLoE) Safe, Caring, Effective, Responsive, Well-led are understood and delivered across the home.

### **How you'll support staff to be their best**

You'll work alongside the registered manager and deputy manager to support staff to be their best by:

- Recruiting staff to maintain an appropriate staffing level and ensure the team has the right skills relevant to the needs of the individuals we support.
- Making sure new team members are familiar with the organisation and their role through an induction that meets the Common Induction Standards outlined by the Sector Skills Council.
- Supporting staff to develop their skills, including achieving occupational qualifications as required by the role.
- Taking on a line manager role as delegated and providing support through twice monthly (minimum) recorded individual supervision sessions and an annual appraisal.
- Delivering training where appropriate.
- Dealing with any grievances to minimise discontent quickly, and implement disciplinary action where needed, in line with Vista's policy and procedures and with the support of the Human Resources Department.

- Keeping the lines of communication open by taking part in regular staff meetings at least every six weeks, and ensuring updates about the individuals we support, the organisation and other relevant information is shared between managers and staff on a regular basis.

### **How you'll work with our local community**

- You'll take an active role in promoting Vista in the local community through promotional talks and events to help raise Vista's profile and encourage involvement through fundraising, volunteering and other activities for the benefit of those we support.
- You'll foster links with the local community to help develop good relationships between those we support and others in the community. You'll encourage inclusion and help the community understand the needs of the individuals we support.
- You'll work in partnership with other professionals across health and social services, hospitals and agencies to help individuals access all the support they need.
- You'll help introduce new people, ideas and friendships to the home by encouraging and supporting volunteer involvement, in line with Vista's procedures.

### **How you'll help keep the home financially healthy**

You'll work alongside the registered manager and deputy manager to help keep the home financially healthy by:

- Making sure petty cash is always available by keeping it within the weekly budget and maintaining weekly records.
- Supporting fundraising activities by working closely with the fundraising team to help raise vital funds, in line with Vista's fundraising policies and procedures.

### **How we work together**

Together we can change lives, and we do it better by working as a team. So, it's vital that:

- We co-operate with each other and communicate effectively through our writing and verbally.
- We stay up to date with what's happening by taking part in staff meetings and being responsible for keeping updated if we're unable to attend.

- We regularly take part in individual supervision meetings with our line manager and reflect on our performance in an annual appraisal.
- We support the broader work of Vista and our colleagues across the organisation by taking part in social and fundraising events.
- We help each other out by working flexibly wherever possible, when needed and sometimes during unsocial hours including Bank Holidays, evenings, weekends, waking nights and sleep-in duties, to respond to our residents' needs or emergencies.

### **A little bit about health & safety, safeguarding and more**

Like you, we're dedicated to providing the highest standards of care and safety. Therefore, it's crucial that we all comply with regulations, best practice guidelines and organisation-wide policies and procedures. We'll tell you more about how we do this later in the process.

### **#TeamVista Values**

**We care about people.** Challenging unfairness and inequality, we recognise and value people as individuals.

**We are not afraid to change.** Passionate and creative in our work, we are ambitious in our expectations of ourselves and others.

**We listen and learn.** We are driven by the needs, ideas and experiences of the people we support, learning from them and each other.

**We are open and honest.** Together we seek feedback, grow ideas and make a difference. We do what we say we are going to do.

**We work best as a team.** Everyone's contribution to our work is valued. We support each other to achieve our best and hold each other to account.

**We are proud of Vista.** We measure the quality and impact of our work, demonstrating best practice. Each of us is an ambassador.

## Person Specification

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>How Identified (e.g. form, interview, test)</b>
<b>Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>▪ Health &amp; Social care qualification at Level 2 or above.</li> <li>▪ Be prepared to undertake relevant qualification at Level 3.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Health &amp; Social care qualification at Level 3 or equivalent or above.</li> </ul>	Application form/ Interview and Certificates
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Substantial experience of working as a member of a team in a Learning Disability setting.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of working with people with sensory impairments.</li> <li>▪ Management or leadership experience.</li> </ul>	Application form/ Interview/Referen ces  Application form/ Interview
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>▪ Understanding of Key Working system.</li> <li>▪ Understanding all relevant legislation relating to Health and Social care.</li> <li>▪ Ability to:               <ul style="list-style-type: none"> <li>○ motivate staff to achieve service standards;</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Supporting staff to develop and achieve qualifications.</li> <li>▪ Ability to plan and Chair keyworker meetings.</li> <li>▪ Supporting staff supervision process.</li> <li>▪ Working knowledge of general Information Technology (IT) applications i.e. Word, e-mails etc.</li> </ul>	Application form/ Interview Application form/ Interview Application form/ Interview  Application form/ Interview

	<ul style="list-style-type: none"> <li>○ assess care needs of service users and determine how they can be met;</li> <li>○ write reports;</li> <li>○ ensure records conform to required standards.</li> <li>▪ Commitment to: <ul style="list-style-type: none"> <li>○ Provide high quality residential services;</li> <li>○ promote continuous learning and continuous improvement in the residential services.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Deliver training.</li> </ul>	<p>Application form/ interview</p> <p>Interview</p> <p>Interview</p>
<p><b>Personal Qualities</b></p>	<ul style="list-style-type: none"> <li>▪ Excellent communication skills – written and verbal.</li> <li>▪ Experience of liaising with other agencies.</li> <li>▪ Show empathy, compassion and be committed.</li> <li>▪ Work on own initiative.</li> <li>▪ Be able to solve problems.</li> <li>▪ Prioritise workload.</li> <li>▪ Be able to delegate work.</li> <li>▪ Motivated and committed to leading and developing a staff team.</li> </ul>		<p>Application form/ Interview</p> <p>Application form/ Interview</p> <p>Application form/ Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>



<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>▪ Commitment to equal opportunities, and Vista's Statement of Culture, Values and Core Principles.</li> <li>▪ Must be prepared to work unsocial hours.</li> <li>▪ Ability to assist with moving and handling of individuals and equipment.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of public relations or fundraising with the local community.</li> <li>▪ Driving Licence and own transport.</li> </ul>	<p>Interview</p> <p>Application form/ Interview</p>
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