

Job Description



Job Title:	Life Skills Assistant Manager
Department/Section:	Life Skills
Reports to:	Life Skills Manager
Principal Contacts:	<p>Course Tutors and Life Skills Assistants Home Managers & Support Workers Volunteers Property, Project & Maintenance Manager Head of Property & Infrastructure Shop Manager / Catering Manager / Manager of Coterie Tea Rooms ICT Co-ordinator Other internal staff Parents of service users Suppliers Organisers of craft fairs, exhibitions & other community events and other external organisations</p>
Job Purpose:	To support the Life Skills Manager in all aspects of the day-to-day operation of the designated Life skills service whilst ensuring students are enabled to reach their identified accredited training, wellbeing or complex activities from the services' training initiatives and opportunities. To deputise in the absence of the Life Skills Manager.
Responsible for:	<p>People: No direct line management responsibilities but to assist with the day to day supervision of staff and volunteers. To undertake staff supervisions and implementation of staff development, training & coaching.</p> <p>Finance: Nil</p> <p>Other physical resources: Use of materials and equipment.</p>

Main Duties and Responsibilities:

(This list is intended to define the main duties and responsibilities that are required to be undertaken by the post holder and is not a comprehensive list of all duties that may be required from time to time)

1. Supervise and motivate team members on a day to day basis, undertaking staff supervisions and addressing welfare issues, advising on and implementing personal development, training delivery and coaching, maximising performance from team members in order to ensure that they contribute effectively to the service in alignment with the Trust aims and objectives.
2. To address any performance or conduct issues informally or where appropriate refer to the Life Skills Manager and in all cases where possible formal action might be necessary. Conduct return to work interviews following staff absence as required. May form part of recruitment and selection panel though selection decisions will be the responsibility of the Life Skills Manager.
3. To actively co-ordinate a diverse range of service activities to meet service users' wellbeing needs and to engage and motivate service users in these activities both in groups and on a one to one basis and ensure that all interventions are properly planned with objectives and outcomes. Post-holders may also be required to deliver elements of accredited training programmes e.g. in the absence of the Tutor. (Some post-holders may have regular Tutor sessions - see also Course Tutor job description and person specification). To re-arrange daily plans to accommodate unforeseen circumstances and day to day problem solving e.g. changes in the weather as appropriate.



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4. To design, deliver and evaluate learning from the development of lesson plans and planning delivery at appropriate level of audience against a curriculum or syllabus set by the Life Skills Manager or City and Guilds or other relevant awarding body.
5. To initiate, plan and develop any service specific projects designed to enhance the learning and well-being needs of service users and promote the work of the appropriate service - as delegated by the Life Skills Manager (e.g Vegetable Project - crop & herb production, sustainable allotment scheme, marketing and sales).
6. To assess service users' progress at regular intervals and provide developmental feedback which is tailored to the particular needs of individual service users. To ensure that assessments and progress are in a format and meet with the requirements of external verifiers and methods modified as appropriate to meet the learning outcomes and individual student needs and disabilities. To ensure students work is evidenced according to the requirements of the awarding bodies and/or COT, Local Authority requirements.
7. To maintain student achievement records including completion of reports for review meetings, obtaining input from other members of the team as appropriate, and attending review meetings if required.
8. To address specific student welfare needs in conjunction with the Life Skills Manager and liaising with Home Managers, Support Workers and parents of students as required.
9. To participate in staff team meetings if required and as delegated by the Life Skills Manager.
10. To amend risk assessments as required, advising team members accordingly and to be responsible for day to day health and safety issues including the safety of students. To maintain the highest standards of Health and Safety within current working practices and policies as agreed through the Trust obtaining advice from the Property & Infrastructure department as required.
11. To be responsible for ensuring fire drills and fire bell checks are completed and recorded regularly.
12. To ensure that medication is stored according to the Trust's policies and procedures.
13. To be responsible for the purchase of goods, materials and equipment within budgetary constraints, following approval by the Life Skills Manager.
14. To assist with the smooth running of the appropriate *service area and other service specific activities (i.e. events; displays; presentations; marketing; sales; serving; cooking; open days; plant production, research, pest control & irrigation etc), as requested by the Life Skills Manager – who must ensure the safety of the students is adhered to at all times in accordance with Trust policy and procedure.
15. To maintain and promote positive working relationships with staff, students, relatives, general public and network organisations at all times.
16. To liaise with the relevant Manager of COT retail outlets for the purpose of supply and monitoring of stock levels, ensure a good stock supply and that items are correctly priced, labelled, stored and maintained as appropriate to the Life Skills area.
17. To attend craft fairs, exhibitions and other community events throughout the year as required.
18. To undertake administrative duties as appropriate within the management of the day service.
19. To deputise in the absence of the Manager and to represent the Trust as and when required.

***Service areas may include: Poulton Wood, MY LIFE Skills Academy, Coterie Tea Rooms, Plants and Produce, Art at the Farm, Rare Breeds Centre - Farm, Shop and Granary Restaurant.**



Driving:

Dependent on the post holder's *service area there may be a requirement for the post holder to drive in order to fulfill the requirements of the role. This may involve driving a COT car, Tractor, Quad Bike, Land Rover and Trailer. Driving license details will be required and reviewed on an annual basis.

Variation to Usual Working Hours:

The post holder is not required to participate in an 'on-call' rota. However, you may occasionally be required to work outside of your usual working pattern/hours in order to attend external meetings, training or external events and open days.

Display Screen Equipment Usage:

Post holders are regularly required to work with display screen equipment (VDU, computer workstations, laptops, touch screens etc.) as part of their normal working day.

Lone Working:

Dependent on the post holder's service area there may be an element of lone working during the course of the working day.

Night Workers:

Post holders are not regularly required to work between the hours of 11pm and 6am for at least 3 hours as part of their rostered duties.

First Aid:

There is a requirement for the post holder to be a qualified first aider and appropriate training will be offered and maintained.

Physical Effort:

- Frequent (daily) moderate to high physical effort is required for this role throughout the day to support service users in life skills activities. For service areas such as MY LIFE Skills Academy, Art at the Farm (excluding Multi-Sensory) and Shop low to moderate physical effort is required throughout the day to support service users in life skills activities.
- Frequent exposure to repetitive movements such as lifting, bending, reaching, crouching, walking, carrying, standing, loading/unloading and kneeling.
- Occasional driving and travelling required with service users.

Mental Effort:

- Frequent periods of concentration are required when dealing with service users, interpreting information, communicating, record keeping and administration of medication.

Emotional Effort:

Maintaining a positive attitude when dealing with stressful or emotional situations.

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Person Specification



Job Title:	Life Skills Assistant Manager		
Department:	Life Skills		
Reports To:	Life Skills Manager		
Specification Headings	Essential	Desirable	How to Assess
Experience: (Duration, type & level of experience necessary)	<p>2 years' practical experience within area of specialism eg woodland conservation, catering, art and crafts, plants and produce etc</p> <p>Experience of working with people who have learning disability.</p> <p>Relevant teaching/training experience or extensive knowledge and/or understanding of the accredited training curricula.</p>	<p>Experience of coaching individuals in a person centred approach.</p> <p>Supervisory experience</p> <p>Experience supporting people with learning disabilities</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
Qualifications: (Number, type, level of qualifications. Equivalent experience, if appropriate)	<p>Service specific vocational qualifications to level 2: e.g. Level 2 City & Guilds Food Hygiene/Safety certificate (or equivalent), Catering, Horticultural, Conservation, Art & Craft, Literacy/Numeracy.</p> <p>Level 2 qualification 'Assessing Candidates' (or equivalent) or working towards or with a willingness to work towards within 18 months' of commencement</p> <p>Level 2 Diploma in Health and Social Care or working towards or with a willingness to work towards within 18 months' of commencement.</p>	<p>Supervisory management qualification e.g. ILM Level 2</p> <p>Qualified internal verifier or working towards or with a willingness to work towards.</p> <p>Cert Ed or currently studying for this qualification or with a willingness to work towards.</p> <p>Level 3 Diploma in Health and Social Care or working towards or a willingness to work towards.</p>	<p>Application Form</p> <p>Proof of award</p>
Skills, Knowledge & Aptitude:	<p>Service specific technical and practical knowledge and skills</p> <p>Basic IT skills</p> <p>Ability to demonstrate safe working practices.</p> <p>Ability to motivate a team and promote positive work dynamic.</p> <p>Ability to maintain clear lines of communication with staff with good interpersonal and written communication skills.</p> <p>Awareness of planning and conducting assessments of service users progress, delivering feedback and the QA process.</p> <p>Basic conflict resolution.</p>		<p>Application Form</p> <p>Interview</p> <p>Relevant Certificates</p>
Personal Qualities and Behaviours:	<p>The ability to think laterally and be flexible to challenging situations/circumstances.</p> <p>Team working/Approachable</p> <p>Calmness under pressure</p> <p>Using initiative & flexible attitude</p> <p>Able to demonstrate compassion and empathy for the people we support.</p>		<p>Interview</p> <p>References</p>
Other Requirements: (Factors which are ideally required for an individual to carry out the full duties of the job)	<p>Required to use own vehicle or COT Vehicle.</p> <p>Initial and ongoing clear criminal records check (obtained by the Trust initially upon offer).</p>		<p>Interview</p> <p>Appropriate documentation</p>