**Job Description**

This job description gives an over view of the post, the key responsibilities and the context within which the post is offered. It is not intended to be an exhaustive statement of Terms and Conditions within The Kent Autistic Trust (“KAT”).

**Post Details**

Job Title: Day Service Assistant Manager

Reports to: Manager

Document Id: DDSM#0001/08102020

**Values and Commitment**

KAT is committed to providing high quality supports designed around individual abilities, needs and choices. KAT is committed to promoting independence and inclusion within communities. KAT believes everyone is able to make their own individual contribution. KAT seeks to work in partnership with all relevant parties but in particular with the individual themselves.

**Support Services**

KAT supports over 120 people in Medway and across Kent and provides a wide range of services designed to meet diverse needs. KAT supports people with autism, learning disabilities and related difficulties. KAT supports vulnerable adults. KAT provides residential homes, supported living accommodation, day resource services, respite and outreach services (from people’s own home). KAT is keen to ensure the voice of those we support is actively listened to, both in terms of the development of individuals’ support and in terms of our organisational development.

**The Job**

The Day Service Assistant Manager will both support and deputize for the Manager. Key to the job is the adopting a proactive approach to achieving a positive, engaging and promotional relationship building role with the people we support (“PWS”), staff and all other stakeholders. The Deputy Day Service Manager will be responsible for ensuring high quality, person-centred support is provided for all PWS. They will ensure support teams have the skills and competences required and will provide a developmental focus for practice. They will ensure that all regulatory and contractual standards are met and exceeded. They will act as an ambassador for the organisation. They will be responsible for managing staff and delegated budgets in accordance with KAT Policies and Procedures.

**Key Responsibilities**

**Manage and co-ordinate day to day activities within the service**

* Be familiar and work in accordance with the Line Manager’s Manual.
* Ensure that all services are delivered in line with KAT core values and in line with KAT Policies and Procedures.
* Ensure that services are of a standard which meet and exceed standards set by KAT, regulatory bodies and contractual obligations.
* Deploy staff in a way which maximises cost efficiency whilst meeting the demands of the PWS.
* Undertake administrative tasks as required e.g. in relation to staff records, management returns and maintaining records, as required.
* Monitor all financial matters relating to the service in accordance with finance policies and procedures. Contribute to the management of the budget for the area and take corrective action, where appropriate.
* Liaise with external professionals, individuals and families as required to ensure that the needs of the people supported are reviewed regularly and plans developed so that we continue to meet their needs.

**Ensure good practice within service**

* Ensure that appropriate person-centred support arrangements are in place for each individual supported and reviewed, as per policy.
* Implement and monitor quality assurance strategies and documents, actively promoting a culture of continuous improvement.
* Actively promote and support inclusion, ensuring that individuals are supported to participate in community and other opportunities according to their interests and wishes.
* Provide coaching and mentoring to staff.
* Ensure health and safety requirements are met within services and comply with Health & Safety Legislation.
* Plan and implement service development along with the Manager.

**Management of team and individuals**

* Contribute to the recruitment, appointment and induction of staff through effective use of KAT Recruitment Policy.
* Manage and support staff in line with KAT Policies and Procedures, including supervision and absence management and to support the manager with disciplinary and grievance issues.
* Promote and support positive and effective team working through good communication and regular team meetings.
* Effectively identify and contribute to learning and development activities including monitoring training plans to ensure their own and staff training meets KAT mandatory training requirements.
* Participate in the delivery of training as agreed by the Manager and HR and Training Department.

**Develop and maintain effective communication**

* Develop and maintain effective communication systems within the team and between other services.
* Ensure regular team meetings are held.
* Ensure regular planning and reviews are carried out for all individuals supported.
* Ensure effective representation and joint working with key agencies, families and individuals.
* Promote the organisation in a positive manner, including participating in career fairs and educational events.

**Additional duties**

* Work flexibly to meet the needs of the service, carrying out additional shifts if necessary.
* Deputise for the Manager, as required.

**Code of Conduct Healthcare Support Worker or Adult Social Care Worker in England**

As a Healthcare Support Worker, you make a valuable and important contribution to the delivery of high quality healthcare, care and support.

This Code is based on the principles of protecting the public by promoting best practice. It will ensure that you are ‘working to standard’, providing high quality, compassionate healthcare, care and support. The Code describes the standards of conduct, behaviour and attitude that the public and people who use health and care services should expect.

You are responsible for, and have a duty of care to ensure that your conduct does not fall below the standards detailed in the Code. Nothing that you do, or omit to do, should harm the safety and wellbeing of people who use health and care services, and the public.

In accordance with the code you must:

1. Be accountable by making sure you can answer for your actions or omissions.
2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times.
3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.
4. Communicate in an open, and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers.
5. Respect a person’s right to confidentiality.
6. Strive to improve the quality of healthcare, care and support through continuing professional development.
7. Uphold and promote equality, diversity and inclusion.

**Person Specification**

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| **Attributes** | **Essential** | **Desirable** |
| Experience | * Minimum two years management experience in a human services environment * Experience of supervising staff and co-ordinating support provision | * Working with people who display challenging behaviour |
| Education, Qualifications and Training | * Level 3 in Health and Social Care, or successfully completing this within a specified period of time | * Recognised qualification eg Level 3 in Health and Social Care or 5 Diploma in Leadership for Health and Social Care |
| Values Base | * A belief in inclusion, evidenced through work practice or personal experience * A desire to ensure people supported are at the heart of decision making * Commitment to the principles and practices of continuous improvement |  |
| Skills, abilities and knowledge | * Ability to plan and prioritise workload * Ability to motivate staff * Ability to write support plans * Ability to draw up and adjust rotas as required * IT literacy and familiarity with Microsoft Outlook and Word * Report writing * Understanding of budget management systems | * Familiarity with Microsoft SharePoint |
| Interpersonal and social skills | * Good communication skills * Ability to liaise effectively with a range of stakeholders * Ability to seek out solutions to solve problems * Observe standards of dress appropriate to the post * Promote the organisation positively | * Knowledge of Augmentative Communication methods |

I hereby accept the terms as stated on the Day Service Assistant Manager Job description

Printed Name

Signature

Date