

## JOB DESCRIPTION & PERSON SPECIFICATION

**Director Area: Adult Care & Community Wellbeing**

**Job Ref Number: 04333**

**Service Area: Community Opportunities**

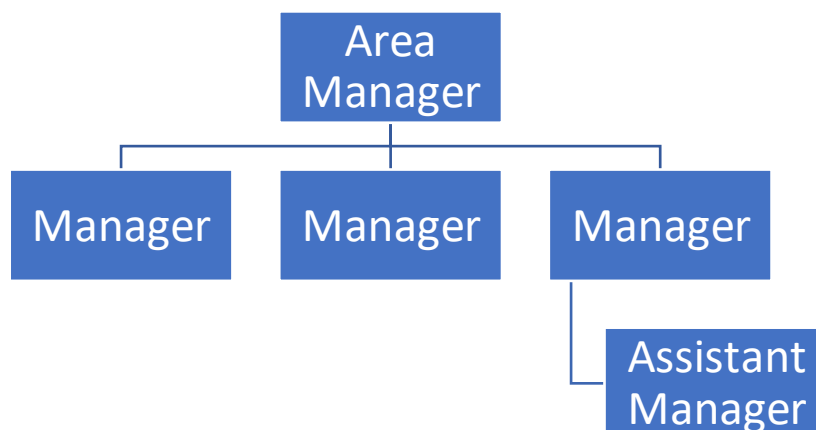
**Grade: G7**

**Job Title: Community Opportunities - Assistant Manager**

### PURPOSE OF JOB:

Work alongside support staff providing hands on support to people using the service. Work flexibly. Support the Manager; help them lead and manage a team within a designated area. Play a key role in the day-to-day operational running of the service; ensure reliable and high-quality service delivery. Support the creation of a can-do culture of flexibility and innovation across the team. Promote and maintain an ambitious vision for the service. Help raise the aspirations and expectations of all key stake holders, including staff working in the team other professionals, people using the service and their families. Play an active part in service development.

### TEAM STRUCTURE:



### MAIN DUTIES:

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| 1 | Help lead the Community Opportunity Service team in a designated area. Help manage the service and the team members, and help ensure all staff management processes are followed to a high standard including; supervision and appraisal, training, managing attendance, recruitment, and induction.                                                                                                                                                                                                                        |
| 2 | Support the day-to-day smooth running of the service. Work directly with people using the service and alongside support workers, be a leader by example. Work directly with people using the day service and alongside other team members. Be involved in all aspects of service delivery including the provision of personal care and support. Set the standards of the team by demonstrating an exemplary quality of support. Manage the competing demands of the role to ensure significant direct presence in the team. |
| 3 | Contribute to the creation, delivery, and review of a local service plan, ensure the service develops and changes to meet the interests and aspirations of new people.                                                                                                                                                                                                                                                                                                                                                      |
| 4 | Help ensure all people using the service can work with their friends and family to develop their own person-centred support plan. Help ensure appropriate support is provided and support plans are followed. Help ensure the highest quality of care and support is provided to people using the service and that all personal care needs are carried out in accordance with support plans.                                                                                                                                |

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| 5  | Use IT systems for recording and storage of data. Ensure all work is completed accurately and appropriately in compliance with the directorate's requirements, data protection and information governance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 6  | Help develop and maintain a high quality well-presented and safe environment that the service and its users can be proud of. Liase with colleagues as directed to ensure all facilities management is in place including grounds maintenance, cleaning, and building maintenance. Ensure a safe and healthy working environment. Ensure all fixtures, fittings and equipment in the buildings is maintained to the highest standard. Help create a positive, welcoming and excellently presented environment that can be enjoyed by people using the service and that the council can be proud to share with the local community. Work with the local community to promote and share the buildings and facilities available in the service. |
| 7  | Support people using the service to become active members of their community, develop and lead community projects that create purposeful opportunities for people using the service. Including the creation of social and micro enterprise , community and volunteering initiatives.                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 8  | Respond in an open, caring and thoughtful way to any complaints, in line with the directorate policy and procedures. Show empathy with complainants and help ensure the service learns from complaints it receives.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9  | Identify risks and ensure risk assessments are produced and followed as necessary in line with the directorates policies and procedures.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10 | Act to prevent occurrences of poor practice, abuse or harm. Adhere to Making Safeguarding Personal as per directorate policy and procedures. Adhere to the Skills for Care (SfC) Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 11 | Positively support people using the services whose behaviour may challenge. Work proactively with other professionals and agencies to ensure a joined up approach.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 12 | Develop and maintain positive relationships with family and carers by actively involving them in the care and support of their family members and in the wider service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 13 | Work with people using the services and their families to promote healthy lifestyles. Support people using the services to have access to their local GP surgeries, health checks and screening.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 14 | Act as an ambassador for Lincolnshire County Council and present the Council positively in a professional manner. Have responsibility for the adherence to County Council, National and Local policy, procedures, guidance and legislative requirements in the designated area.                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 15 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

#### PERSON SPECIFICATION

| Requirements                                                                                                                                               | Where identified* | Essential | Desirable |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------|-----------|
| Minimum NVQ Level 3 and/or 3 years relevant experience                                                                                                     |                   |           |           |
| Knowledge and awareness of disability issues, relevant social policy and legislation and an understanding of and enthusiasm for the service and its goals. |                   |           |           |
| Excellent communication skills, Show tact and sensitivity in dealing with challenging encounters.                                                          |                   |           |           |
| An understanding of the experiences of family carers and a commitment to supporting and involving family carers.                                           |                   |           |           |
| Flexible, adaptive and use own initiative to solve complex operational challenges. Ability to make sudden decisions and respond effectively to             |                   |           |           |

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| changing priorities.                                                                                                                                                                                                                                                                                                             |  |  |  |
| Organize the work of a team.                                                                                                                                                                                                                                                                                                     |  |  |  |
| Work creatively and imaginatively on a daily basis and over the longer term.                                                                                                                                                                                                                                                     |  |  |  |
| Make sound judgments in line with the county councils core values and the aspirations of the service.                                                                                                                                                                                                                            |  |  |  |
| Manage competing demands so as to be able to maintain hands on presence in the team and still manage the organisational and management requirements of the role.                                                                                                                                                                 |  |  |  |
| An approach to people that is kind caring and sensitive.                                                                                                                                                                                                                                                                         |  |  |  |
| Willingness to undertake personal care duties in kind and sensitive manner. Ability to undertake moving and handling tasks, including the use of a hoist, and to push a person in a wheelchair in and outdoors in a community setting. Ability and fitness to provide support in a wide variety of settings for extended periods |  |  |  |
| Functional IT skills including Knowledge of Microsoft Office, Mosaic, Internet and Email                                                                                                                                                                                                                                         |  |  |  |
| A positive and aspirational outlook that is focused on people's skills gifts and talents, an approach to work that is committed to finding solutions. Understanding of and commitment to person centered planning and asset based approaches.                                                                                    |  |  |  |
| Access to car and full driving license                                                                                                                                                                                                                                                                                           |  |  |  |
| General functional skills including: Basic IT, ability to use programs such as; word, internet, email, mosaic . General written skills for report writing and recording: Fluent and accurate spoken and written English                                                                                                          |  |  |  |
| Enhanced DBS                                                                                                                                                                                                                                                                                                                     |  |  |  |

\*A = Application form      T = Test/Assessment      I = Interview      P = Presentation

## GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Safeguarding** - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

