

# Clifton Homecare Limited PJ04 Job Description

## Assistant Manager



### **JOB DESCRIPTION**

**Job Title:** Assistant Manager

*Reports to Registered Manager and Registered Provider*

**Issue Date:**

### **SUMMARY**

Clifton Homecare's aim: To bring tender loving care into people's homes. Vision: To provide clients with care which is of a high standard, as would be expected for themselves and/ or a member of their own family.

The role of Assistant Manager is to support the Registered Manager and Managing Director to monitor Quality assurance; ensuring the standards of care provision are outstanding; in line with the CQC's Key Lines of Enquiry. The Assistant Manager must undertake regular training and development (continuous professional development) to maintain their own standards. This may involve attendance at conferences and events out of work time. It is essential for the Assistant Manager to be knowledgeable of and ensure adherence to company policies and procedures, agreed standards, legislative requirements, relevant regulations under the direction of the registered manager and registered provider and within the business financial plans. To provide out of hours (evenings, night-time and weekends) on-call service on a rota basis to provide support to employees and clients.

This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of the work to be undertaken.

### **LOCATION**

Clifton Homecare Ltd covers South Fylde; South Shore; Blackpool, St Annes, Ansdell, Lytham, Warton, Freckleton, Wrea Green, Kirkham, Newton and Clifton.

**For qualification/ education requirements see Person specification**

### **MAIN DUTIES**

***Working within the organisation (general):***

- Develop effective working relationships with Clifton Homecare colleagues, the registered manager and provider.
- Work to establish effective employer and employee relationships.
- Be flexible with working hours, assist company to cover sickness or annual leave requests.
- Support an open, positive and inclusive working culture.

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- Work within and promote the companies' policies and procedures.
- Participate in and support organisational goals, business and quality objectives and minimise legal risks.
- Be involved in the implementation and maintenance of the company's quality assurance programme.
- Work in a cost-effective manner.
- Systematically solve day to day issues which arise.
- Ensure confidentiality with regards clients and company information at all times.
- Be up to date with Safeguarding legislation, types of abuse and signs and symptoms in order to prevent abuse and to assist the company in any safeguarding matters which may arise.
- Comprehensively understand the role of CQC and their inspection criteria, in order to train new employees and assess current employee's knowledge and understanding.
- Understand current legislation with regards Medication management and the importance of medication audits and accurate completion of MAR sheets. To have a good understanding of the different types of medications and their uses.
- To be up to date with moving and handling training and be able to supervise other employees when providing care to clients with complex needs.
- To understand rostering systems and be able to assist with rota formulation.

### ***Working within the organisation (specific):***

- Managing and overseeing the senior care team; auditing compliance with task completion (2 x staff and 2 x clients each week). This is not limited to the following: overseeing supervision and spot check completion, team meetings, health monitoring of clients (weight and MUST scores; referring to the GP or other appropriate health care team if concerns arise or worsen), rehabilitation promotion; strengthening the organisation's falls strategy and strength-based approaches
- Completion of assessment care plans
- Completion and review/ updating of care plans and risk assessments
- Completion of care reviews with clients and/or family members (ensuring the Managing Director is responsible for complex care reviews)
- Participation in multi-disciplinary team meetings
- Liaising with the Office Manager when auditing care staff compliance with logging in and out of care calls, auditing client care times (ensuring appropriate time scales are allocated for clients). Audit 2 x clients and 2 x staff each week.
- Investigation of hazard and accident/ incident reports raised
- Investigatory meetings with staff members, ensuring accurate and complete information is reviewed by the Managing Director
- Timely completion of return-to-work interviews with staff returning from sickness absence. Assessing Bradford factor.
- Completion of interim reviews with care staff; ensuring staff are trained accordingly and adhering to company policies and procedures in their everyday work activities

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- Overseeing; taking overall responsibility for rota completion (note this does not necessarily mean you should be completing rotas yourself). Ensuring client care schedules are allocated accordingly, in line with client aspirations. Also ensuring appropriate skill mix of staff at care calls (in particular at complex care calls)
- Organising regular senior team meetings; discussing client and staff team and quality assurance
- Audit completion such as, but not limited to; weight, lifeline, smoke detector, keysafe changes, data protection, data security and cyber security, health and safety compliance, i.e. hoist and sling checks, hazard and accident/ incident reporting and completion of documentation.

### ***Working in partnership with the Senior Care team:***

**As an Assistant Manager you will be required to work in partnership with the Senior Care team and adhere to the Senior Care job description. Please refer to the Senior Domiciliary Care Assistant job description.**

### ***Professional Long Term Care Leadership:***

- Encourage innovative methods for the delivery of care; including strength-based approaches.
- Encourage health promotion within care strategies; working in partnership with community teams such as the Community Frailty team, Enhanced Primary Care, GP's, OT's, D/N's etc. Building rapport with such teams and professionals is essential for maintaining; improving where possible Clifton Homecare relationships with the wider Health and Social Care team portfolio.
- Seek opportunities for personal and professional growth.
- Promote a positive image for prospective clients and employment within Clifton Homecare.

### ***Human Resources:***

- Cooperate with the recruitment, induction, training, mentoring and evaluation of all new employees. Overseeing the mentors within the team is essential to ensure all team members are supported appropriately.
- Support implementation and robust adherence of all company policies and procedures.
- Support effective resolution of team conflicts through mediation.
- Support a work atmosphere which promotes a high quality of work life; encouraging a healthy work-life balance and supporting the wellbeing of team members.
- Support and maintain a culture of performance and excellence.

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Clifton Homecare aims to provide clients with a level of care that we would be happy with for ourselves or a member of our family. We are a small, family-run company with high standards and expect our employees to support our company ethos and work to the same high standards. Welcome to the team!