



Assistant Service Manager

About the Team and the Role

The Assistant Service Manager will support the Service Manager, by undertaking agreed management tasks which will support and develop the team in a location or across locations. The assistant manager post will be deployed at the discretion of the Area Manager and it is expected that in this role they will develop and demonstrate the knowledge and skills to equip them in progressing towards a service manager position in time.

A summary of typical tasks is attached as Appendix 1.

The key roles for Assistant Service Manager are:

- Developer of people
- Lead Practitioner
- Resource assistant
- Compliance reporter
- Service administrator

Developer of people

To provide a high-quality service to the people we support we need to have motivated and effective teams. The Assistant Service Manager will take on agreed supervisory tasks and work to develop the team and the service performance. The Service Manager retains the overall accountability for the performance of the team and achievement of KPI's.

KPI's:

- Encourages and drives the team to be the best they can be through having constructive conversations with team members to improve their performance
- Promotes a team culture where the team are confident in taking accountability and making decisions, without referring to manager input on routine matters
- Supports the manager in implementing all people management processes
- Undertakes effective agreed MyMencap Reviews (1-to-1s) for team members
- Reviews and discusses team performance issues with service manager to secure improvement using Ask HR as appropriate
- Demonstrates capacity and willingness to learn and progress as a manager

Ways in which you might show or measure this?

- The engagement survey is done every 6 months is key measure to how a team feels.
- Willingness and confidence in having difficult or challenging conversations with team members who are not working within the team ethos or performing poorly
- Can talk with confidence about the team in terms of strengths and areas for improvement
- The MyMencap Review appraisal ratings for team members will show how performance levels are within that team, how many have got achieves, exceeds, etc.
- Information collated through evidence records, to identify the effectiveness of our teams for the people we support.

Lead practitioner

The Assistant Service manager has responsibility for supporting and guiding the practice of team members using a role modelling and coaching approach. They have an active role in undertaking observations and assessment of the competence of team members and reporting on this to the Service Manager. The Assistant Manager will ensure that Mencap policies, procedures and practice guidelines are followed within the service.

KPIs:

- Role models exemplary approach to supporting people who use the service
- Demonstrates ability and confidence in working with family members and is an effective role model for the team
- Provides lead advice and direct feedback on practice to team members through observation and other performance management measures
- Champions change and embraces new ways of working to make service delivery person-centred
- Highlights any required specialist support needs to improve practice delivery to Service Manager

Ways in which you might show or measure this?

- What matters to me evidence records, evidence of improvement of levels
- Feedback from key stakeholders, families, other professionals etc., demonstrating effective support
- Can describe a person-centred approach for the people we support and illustrate this to team members



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- Observation from Service Manager
- Feedback from team members

Resource Assistant

Supports the Service Manager in the day-to-day management of staffing and financial resources within the service using agreed processes.

KPI's:

- Understands the requirements of the contract, and confirms deployment of resources available to support delivery of service, to people within the agreed service budget
- Ensures that all team members are compliant with induction and training requirements linked to their role and to meet service needs effectively
- Demonstrates effective application and management of all processes within the service to support safe management of finances
- Highlights any financial issues to the SM and takes appropriate remedial action

Ways in which you might show or measure this?

- Minimal relief/agency usage
- Effective rota planning
- Financial recording and escalation of issues

Compliance reporter

Takes responsibility for identifying and undertaking compliance and quality improvement actions as agreed with the service manager. Communicates regularly with Service Manager to provide an assessment of compliance and quality and reports promptly on any failures/critical incidents. Implements internal quality processes and oversees all systems relating to the care and support of people within the service.

KPI's:

- Assesses and manages potential risks to the people we support, staff and environment
- Demonstrates that service complies with any regulatory, contractual and BU standards through effective use of CCT
- Supports the manager in the service's self-assessments on performance against the What matters to me standards taking lead responsibility where agreed
- Urgently escalates any failures against requirements, complaints and critical incidents to Service Manager

Ways in which you might show or measure this?

- WMTM data from the ongoing data collection and evidence to the end of year validations
- Evidence through quality performance data, such as CCT and the reviews based around this



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- Externally reported information such as regulatory reports and meeting all external regulations in relation to compliance
- Quality metrics measured in the MIT, such as critical incidents data

Service administrator

The Assistant Service Manager will contribute to and oversee the implementation of recording and reporting systems within the service. They will review this regularly with the Service Manager to ensure that all records relating to service delivery are complete and up to date.

KPIs:

- Ensures that all individual plans and reports relating to people we support are completed, maintained and reviewed within agreed intervals
- Completes and oversees recording of incidents within the service and escalates to service manager any areas of concern so that necessary actions are taken
- Contributes to and oversees systems and records that support health and safety and maintenance of service environment
- Ensures that all records relating to team members are completed and updated as required and agreed with Service manager

Ways in which you might show or measure this?

- Feedback from people who use the service, their families/carers, other stakeholders
- Evidence of relationships with external bodies
- Evidence of cross Mencap working

What you will bring to the role

This section outlines the things you will need to be able to demonstrate to be a successful Assistant Service Manager. We expect that people will work to Mencap's values in everything we do.

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Essential

Positive about working for Mencap

Works well with all colleagues

Takes responsibility for their own development and that of others

Promotes and develops teamwork that engenders trust

Honesty about own performance

Open communication style that's two way and engaging

Knowledge of sector/service types

Regulatory framework for service type

Desirable

Exposure to coaching, developing and motivating people

Understanding of a range of service type contracts

Understanding of managing service quality processes

Understanding of risk management

Qualifications:

NVQ levels 2/3 in social care

NVQ level 4 in social care/management

Please note: This job description is not intended to be exhaustive. Duties and responsibilities may evolve over time to reflect the needs of the organisation and the role.



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“This isn’t just a job - it’s a chance to help change the lives of people with a learning disability and their families. If you’re passionate about making a difference, join Mencap in building a more inclusive future.”

Mencap and our Commitment to Safeguarding

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.



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Appendix 1

Summary of managerial tasks

People

- Rota preparation
- Staff observations
- Staff induction
- Chairing team meetings
- 1-to-1 meetings for agreed team members
- Staff recruitment
- Booking of training

Systems

- Completion of CCT
- Health and Safety recording
- Maintenance recording and reporting
- Incident reporting and review
- Feedback and complaints recording
- What matters to me assessments
- Overseeing key worker reports (where required)

Practice

- Completion of and review of support plans and associated documents
- Practice observations and feedback to team members
- Overseeing key worker activity
- Overseeing contact with family members



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