Job title: Assistant Service Manager

Job family: Direct Services

Reports to: Service Manager

Management of: Service Delivery Team(s)

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 ROM 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. As this role is an important part of workforce planning, the post is time limited in a particular service and will be subject to a formal review period.

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 for Manager input on routine matters
- Supports the manager in implementing all people management processes
- Undertakes effective agreed SYF reviews for team members that this role can contribute to
- 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 as well as information that we get on Best Companies and IIP and will be a 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 SYF appraisal ratings for team members will show how performance levels are within that team, how many have got achieves, exceeds etc?
- Information collated through WMTM evidence records, to identify the effectiveness of our teams on the people we support.

What matters to me standards:

- People who work with me
- Managing my support
- Doing the best for me

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 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

What matters to me standards:

- Getting my support right
- Helping me to make choices
- Helping me to achieve
- Feeling safe, taking responsibility

Ways in which you might show or measure this?

- WMTM 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
- 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 appropriates remedial action

What matters to me standards:

- Feeling safe, taking responsibility
- People who work with me
- Managing my support

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 WM2M 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
- 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

What matters to me standards:

- Managing my support
- Doing the best for me

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

What matters to me standards:

- Getting my support right
- Feeling safe, taking responsibility
- My paperwork

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

Person specification

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

- **Being people centered**
- **Empowering, including and respecting all people**
- **Challenging wrong ways of thinking about learning disability**
- **Transforming lives**
- **Being brave and developing new ideas**

Behaviours you will need

Essential/desirable

- Positive about working for Mencap   E
- Works well with all of their colleagues   E
- Takes responsibility for their own development and that of others   E
- Promotes and develops team work that engenders trust   E
- Honesty about own performance   E
- Open communication style that's two way and engaging   E

Experience you will have

Exposure to coaching, developing and motivating people   D
Understanding of a range of service type contracts   D
Understanding of managing service quality processes   D
Understanding of risk management   D
Knowledge you will have gained

Knowledge of sector/service types   E
Regulatory framework for service type   E
Service design, frameworks and tools   D
Contractual requirements   D

Qualifications

NVQ levels 2/3 in social care   D
NVQ level 4 in Social care/management   D

Appendix 1

Summary of managerial tasks

People

- Rota preparation
- Staff observations
- Staff induction
- Chairing team meetings
- Shape your future reviews 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