

# Job Profile

## Assistant Manager Day Services

September 2023

Grade: 8 JE ID: 0177

Date

updated:

**Date amended: May 2025**

### About the Job

As an Assistant Manager within our Day Services, you will support the Day Centre Manager and wider management team. You will hold day-to-day responsibility for ensuring that services offered are caring, safe, effective, well-led and responsive. You will achieve this through engaging with those who access our services, their families, and carers, and through line management of the Day Services team. As an Assistant Manager you will also support with quality assurance and auditing work, alongside participating in appropriate project work.

### This is what we need you to do...

- Provide day-to-day leadership of the service, to ensure the delivery of high-quality services, and to ensure the safety and wellbeing of those who access the service and your colleagues.
- Provide individual and group professional, reflective supervision, training provision, and support to others, ensuring that practice is continuously reflected upon and improved, modelling best practice to ensure good outcomes.
- Undertake effective people management for staff including all recruitment, training, supervision, PDR's, wellbeing, performance, and attendance management.
- Support with recruitment and retention activities, including interviews, shortlisting, induction, and probations.
- At all times ensure that priority is given to the safeguarding of individuals attending the service and that safeguarding policies and procedures are followed.
- In collaboration with the management team and other professionals, triage and manage referrals, ensuring services are accessible, flexible, and reliable.
- Support with the day-to-day activities of the service, including personal care and mobility assistance as and when is required.
- Ensure effective scheduling and planning of rotas, transportation and day centre activities.
- Manage the premises, equipment, and vehicles in line with GCC policy and procedures, ensuring the timely escalation of concerns.
- Implement all health and safety guidelines to ensure the wellbeing of individuals and colleagues within the service.
- Keep up to date with government guidance and legislation; to enhance a culture of continuous professional development through mentoring, coaching, and advice.
- Develop and coordinate internal and external communications and content to colleagues and individuals attending our service, including families, carers, and other professionals.
- Actively participate in regular, effective supervision with a supervisor/manager and appraisal to discuss effective practice, reflection, continuing professional development and career opportunities.
- Ensure delivery of high standards of quality care through

effective multi-agency care planning and care coordination, and monitor feedback on care standards.

- Undertake internal auditing tasks as required, such as the amenity fund, reporting any anomalies to the management team.
- Meet and exceed the support needs of those attending the service, at all times promoting independence, choice, and control.
- Administer, prompt, or assist individuals with their medication requirements, ensuring the safe storing, handling, and use of medication.
- Provide support and guidance to colleagues administering medication.
- Manage and support in the event of emergency situations.
- Contribute to the development of the service by communicating new ideas, through attendance and leading at team and 1-1 meetings with your line manager.
- Maintain accurate written and electronic record keeping in accordance with the Council's published guidelines to ensure confidentiality at all times.

- Undertake other duties as requested by your line manager in accordance with your current job role and grade.

### **Special Conditions**

- This post is subject to an Enhanced Disclosure and Barring Service (DBS) with Barred List check.
- The nature of this post requires flexibility to meet urgent work needs as they arise. This may entail work outside of core working hours and at locations across the county.
- The post holder must hold a clear and valid driving licence (exceptions under the Equality Act may apply) or have the ability to travel around the County.
- This position involves regular physical activity, including the daily lifting, moving, and handling of individuals, which is a core requirement of the role.

## The ideal candidate will have...

### Experience

- Working in a leadership/supervisory role with people with physical or learning disabilities, or cognitive impairments, providing support with personal care, mobility, and medication administration.
- Arranging and attending multi-disciplinary team meetings.
- Supporting and managing a team in a busy and developing environment.
- Report writing and leading in meetings/reviews.
- Planning, coordinating, and organising staff training and development.
- Organising and managing staff deployment/rotas and developing innovative activity timetables.
- Experience of and willingness to provide personal care and physical support, including assisting with mobility, repositioning, and using equipment such as hoists and wheelchairs

### Knowledge, Skills and Understanding

- Leadership and management knowledge, skills, and competencies.
- Effective listening and communication skills, both written and verbal.
- An understanding and working knowledge of legislation and principles of care and support, including the General Data Protection Act, Safeguarding, and the Equalities Act
- Good Information Technology skills.
- Working knowledge of care and risk assessments, reviews, and evaluations; and their purpose and function.
- Ability to professionally manage challenging conversations with a range of internal and external stakeholders and seek an appropriate course of action in line with legislative frameworks and GCC policies and

### Behavioural attributes

- Aligns with [Gloucestershire Leadership / Employee Values](#) and behaviours.
- Provides motivational, inspirational, and supportive leadership, to help shape and develop the service.
- Sets boundaries, expectations, and holds themselves, colleagues, and other professionals to account whilst encouraging autonomy and initiative.
- Removes barriers to effective multi-disciplinary working, by building on relationships and team strengths.
- Is approachable and takes time to listen, consult and communicate.
- Acknowledges and respects individual differences and diversity requirements and is able to appropriately challenge discriminatory practice.
- Enthusiastic with a commitment to your professional learning and development.
- Acts with integrity and shows honesty, dignity, and respect to people that you will be working with.
- Ability to embrace new ways of thinking and working; exploring options to solve dilemmas and problems.
- Work collaboratively with people who access our services to ensure their participation and involvement in planning and decision-making.
- Highly organised with a solution-focused, logical, and innovative approach to challenges.

### Education & Qualifications

#### Essential

- Educated to GCSE Level English and Mathematics 9 – 4 (or equivalent)
- Level 3 in Health and Social Care/Leadership and Management (or equivalent)
- Evidence of continued professional development

procedures.

- Ability to prioritise activities whilst dealing with competing demands.

### **Monitoring and ongoing development of outcomes**

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

We encourage and welcome applications from people from ALL backgrounds and protected characteristics; applicants will be considered for employment without regard to their race, colour, religion or belief, age, nationality, ethnicity, gender (including pregnancy, childbirth, or other related medical conditions, paternity, or adoption), gender identity, gender expression, sexual orientation, marital status, disability, or caring responsibilities.

As a Disability Confident employer, we will guarantee an interview for disabled applicants who meet the essential criteria for the job. Where the evidence shows that 'protected characteristics' are underrepresented in a profession or service, the Council may take 'positive action' to encourage applications for jobs to address this.

