

Job Description

Post: Assistant Care Team Manager

Location: Admiral Care Services Offices, Service User homes and other areas as required.

Remuneration: £30000, plus on-call and mileage allowances.

Background Information:

Admiral aims to provide a service which as far as possible meets the individual needs, and which take full account of and is sensitive to race, religion and cultural background of the service user. To provide such support as the service user requests for the remuneration as outlined in our current price structure. To provide a service which is fully integrated with the wider network of support available to that service user.

Job Purpose

To support Service Users to enjoy the best quality of life that they can in the comfort of their own homes. Ensure the Care team effectively achieves collaborative targets. Compassion, good communication, administrative and excellent organisational skills together with a calm and caring manner are vital for this important role in our company.

Main Responsibilities

Service User Focused

- Ensure each Service has an assessment of needs and has been asked what they would like to achieve from their Care and Support, together with a Risk assessment before Service Commencement and that a tailored, comprehensive Written care plan is in place.
- Take part in the Direct Care Rota as required, including facilitating short notice emergency cover as part of the on-call process.
- Ensure that the Service User and where necessary their representatives are provided with all the relevant information about the services offered so that they are clear about what they can expect and how to raise any concerns.
- Ensure that all information you have access too involving Service Users, Staff, Business decisions are kept secure and confidential in line with company policies and procedures.

Leadership & Teamwork

- Provide advice, training, Supervision and other relevant support to the Senior Care Worker team and the general Care Worker team within agreed targets and timescales to ensure they can effectively and efficiently carry out their role. Work with the Wider Management team to Manage a Staff team and service user caseload.
- Ensure that Staff have appropriate information and guidance to safely provide care and support as agreed and outlined in the Care Plans whilst also ensuring the Management team are fully aware of any and all relevant information.

- Devise, monitor, manage and maintain Staff rotas to include absence and cover arrangements for periods of illness or annual leave.
- Take part in the out of hours on-call rota, effectively dealing with out of hours calls including arranging or providing cover for short notice staff absences.

Quality improvement

- Assist with investigations and audits relating to the quality of the service and improvement actions.
- Monitor the performance of staff, utilising the performance management system and other processes as required.
- Conduct and collate regular reviews and surveys to ensure service delivery is following company and legislative guidelines.
- Take part in all relevant meetings as required, organising and conducting meetings with staff as required, keeping accurate minutes of same.

Communication and Administration

- Provide effective administrative support and reception cover as required within the office environment.
- Ensure all recording systems are accurately and effectively utilised including Admiral Book, the Daily record recording systems, runs and rotas and any other processes related to the provision of services that are required.
- Ensure effective, timely and accurate communication and information sharing between all levels of staff and a management.
- Ensure records are kept and maintained as required.

The above list is not exhaustive and from time to time you may be required to undertake additional duties. We will provide full training in line with regulatory requirements.

| Essential Criteria |
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| <ul style="list-style-type: none"> • 2 Years full time or equivalent Care experience, 6 Months of which should be at a supervisory level. • Demonstrable ability to communicate effectively at all levels. • Demonstrable ability to lead teams towards shared positive outcomes. • Demonstrable flexible approach ensuring the needs of the service are achieved. • Self-motivated with the ability to work on own initiative whilst retaining the ability to operate as a team player. • ICT literate with particular focus on the MS office suite. Demonstrable ability to maintain efficient, accurate and effective records as required both digitally and in hard copy form. • Full, clean driving license and access to a car for business purposes. • Flexibility to operate across the service areas and times as required. |
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