



Assistant Care and Support Manager

Reports to: Registered Manager

Community: Croft Community, Malton

Purpose:

Camphill Village Trust is an award-winning national charity supporting people with learning and other disabilities. We provide housing, care, support and day opportunities to people with learning and other difficulties. We support people to be safe, healthy, happy and to be active citizens living a life of opportunity.

Management role supporting the delivery of high quality care and support within the Croft Community. Organise and deliver support and care to tenants (and other people using our services) to fulfil their potential for independence, choice, inclusion and control.

Key responsibilities:

1. Manage the delivery of support to people who live in our services to ensure that this is of a high standard. Supporting a positive working culture, person centred outcomes and co-production.
2. Deputising for the Registered Manager and working together with the Croft community management team on community wide issues and service development. Sharing on-call responsibilities for some periods as required.
3. Plan and organise the delivery of support and care ensuring that there are up-to-date person centred needs assessments, support plans and risk assessments in place that are regularly reviewed; incidents, complaints, accidents and near-misses are appropriately recorded, and there are adequate records and rotas in place to evidence the provision of support and care in accordance with contractual and regulatory expectation
4. Make sure appropriate policies, procedures and practices are in place and appropriate recording and reporting arrangements exist to support the delivery and evidencing of service delivery standards in accordance with CVT, contractual and regulatory requirements.



5. Ensure that equalities, diversity and human rights considerations are embedded into practice throughout the care and support service.
6. Supporting safe and fair staff and volunteer recruitment. Ensuring suitable people are selected, inducted, trained, developed, supervised and appraised and are supported to work collaboratively together to meet the needs of individuals and the community.
7. To support, supervise and direct Team Leaders, and support staff to provide a high quality of support and care within their staff teams, making sure they complete their induction, and this is recorded, have individual personal development plans that are regularly reviewed and updated. That they are supervised regularly, and supervision records kept and conduct and record their annual review and any necessary return to work interviews, and deal with low level performance and disciplinary concerns and grievances, involving Registered Manager and HR when appropriate.
8. Develop practices and processes to support a culture of continuous quality development, using information from incidents, surveys, forums, complaints and complements etc to inform reflective practice and development.
9. Liaise with other members of the management team in relation to the provision of accommodation and day services, assist and undertake projects on request of the Registered Manager. Including attend meetings of CVT and participate in appropriate networks, as required.
10. Commitment to continued own professional development, including updating of knowledge around national and local initiatives, and developing collaborative working skills to support working practices that place an emphasis on involving community members and staff.
11. Uphold the charity's vision, mission and values and the charity's policies and procedures in your work. promoting a positive image of the charity and all its communities and services.
12. Any other reasonable duties as delegated by the Registered Manager.



Person Specification: Essential (E) and Desirable (D)

Experience

- At least three years of previous experience of working within a social care setting supporting adults with learning disabilities. **D**
- At least one year at a supervisory level with experience of managing teams **E**
- Experience of managing multi-site services **D**
- Experience of successful management of finances and budgets, familiar with using IT systems to enter and record data . **E**

Qualifications

Good general education (evidence of numeracy and literacy).

Level 5 NVQ in care or an equivalent qualification or higher is highly desirable

Skills and Knowledge

Working knowledge of person-centred support and care planning, needs and risk assessment, safeguarding, first line supervision, quality assurance processes, health and safety, and equalities and human rights essential, which is backed up by excellent record keeping skills. **E**

Social care sector (adult care services for people with learning disabilities and ideally supporting people) experience: including the legal context, regulator's and commissioner's expectations, funding streams. **E**

Confident communicator with good verbal and written skills, who is able to manage and develop others, willing to challenge poor practice and promote development of best practice. **E**

Being supportive of our values and philosophy and our approach to building community is desirable for this role. **D**

Core Competencies:

You will be able to:

1. Improving service quality

- Deliver a high quality of service for people we support by understanding the needs of individuals and developing a clear service development improvement plan. Ensures that the organisation's regulatory and compliance targets are met.

2. Managing your team effectively

- Manages staff teams that are engaged and motivated towards the achievement of service development goals.
- Ensures all staff members understand their responsibilities and perform to acceptable standards, with any performance issues being managed swiftly and appropriately.
- Develops, mentors and coaches' staff to ensure their personal development needs are met and managed.

3. Respecting and understanding others

- Work with people in a person centred, facilitative way which encourages the Great Interactions and meets the needs of the individuals we support.
- Treat others with respect, dignity, honesty and equality and recognise that they may have different viewpoints, beliefs or values.
- Understand issues from others' viewpoints and build an atmosphere of trust and openness.

4. Influential communication

- Continuously encourage Great Interactions between colleagues and people we support.
- Use a variety of responsive communication skills effectively, both verbal and nonverbal, including concise report writing.

5. Problem solving and decision making

- Develop improved working practices by challenging less effective behaviours and demonstrating how things can be improved.
- Make timely, appropriate and difficult decisions, involving the right people, as necessary.
- Collect, evaluate and interpret information, quickly grasping the important issues.
- Resolve problems effectively, exploring alternative solutions.

6. Conscientiousness

- Complete work to high standards, focussing on the needs of people we support.
- Continually assess how to improve or maintain the quality of practice and service provision.

Other requirements

Able to participate in an on-call rota

Full manual driving license with no more than 3 points

Satisfactory enhanced (plus) adult's disclosure and two references.