

Assistant Service Manager Profile



My role purpose is

- In conjunction with the Service Manager, develop and lead support services in accordance with person centred approaches and actively encourage community links and relationships.
- To support and promote Avenues vision, values and operating principles.

My key accountabilities are to

- Ensure the health, safety and wellbeing of the people using the service
- Demonstrate effective leadership to enable employees to provide consistent high standards of support
- Assist in developing services in accordance to the requirements and aspirations of those that use them
- Promote and role model person centred approaches
- Promote and maintain inclusive community links
- Establish and maintain effective relationships and networks, internally and externally
- Effectively monitor the financial performance of services
- Assist with the implementation of the Business Plan and other strategic objectives within area of responsibility

My key responsibilities are to

- Take ownership for continuing professional development for self and team
- Be an ambassador of the organisation
- Work with your Service Manager to use management information to make sound business decisions
- Maintain an understanding of the social care sector and how it impacts on areas of responsibility and the organisation
- Assist the Service Manager to encourage a solutions led culture
- Maintain a practical knowledge of policies and procedures and ensure appropriate usage
- Effectively recruit, develop and manage employees in a fair and consistent manner
- Work with your Service Manager to reinforce a culture of continuous improvement (through analysis of information and data provided)
- Act as the Service Manager in their absence

I will be measured by

- Building and maintaining solid relationships with customers, families, advocates, care professional and colleagues
- All employees being managed in accordance with policy, procedure and best practice guidelines
- Area of responsibility is compliant with relevant regulatory bodies
- Data from internal and external quality, performance management and audit tools
- Sound business decisions made by using management information
- A clear demonstration of the use of available tools and resources

What personal qualities and behaviours must I be able to demonstrate?

- Ability to manage oneself
- Business awareness
- Continuous improvement and innovation
- Developing and maintaining relationships
- Effective leadership and management
- Ability to apply a common sense approach to suit the situation

What knowledge and experience should I have?

- Commercial awareness
- Financial awareness
- Experience of managing budgets and financial information
- Sector and specialist experience (see below)
- Knowledge of sector regulatory bodies and their standards
- Knowledge of sector relevant legislation
- Level 3 diploma or equivalent experience
- Experience of working with people disadvantaged through illness and disability

What skills will I need to demonstrate?

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|-----------------|-------------------------------------|-------------|
| • Leadership | • Negotiation / conflict resolution | • IT skills |
| • Management | • Coaching | |
| • Communication | • Practice leadership | |

To work in this service I will also need

- Experience of working with young people
- Experience of working with people who challenge
- Experience of managing supported living services and domiciliary care settings
- Ability to manage staff members working across several locations