



## JOB DESCRIPTION

**Form  
JD1**

<b>JOB TITLE:</b> Assistant Service Manager		<b>POST NUMBER:</b> SCSAA024 SCSHD040	
<b>REPORTS TO</b> (Job Title):		Service Manager	
<b>DEPARTMENT:</b> Adult Social Care		<b>GRADE:</b> 10	
<b>JE REF:</b>	1995	<b>PANEL DATE:</b>	020311

<b>1.</b>	<b>MAIN PURPOSE OF JOB</b>		
	<p>To provide a deputising function in agreed areas of responsibility to the Service Locality Manager working with vulnerable adult customers.</p> <p>To act as casework consultant for colleagues.</p> <p>Provide effective and appropriate consultation arrangements for the professional casework support to qualified and support staff in the following areas:</p> <ul style="list-style-type: none"> <li>• Customers receive appropriate services, in line with established service priorities and timescales;</li> <li>• All services are adequately planned, recorded and reviewed.</li> <li>• Individual performance appraisal and working to a personal development plan.</li> <li>• Individuals are kept informed about their progress and performance.</li> </ul> <p>To assist the Service Locality Manager in managing the performance of the Service Unit against established measurable standards, including local and national indicators and performance targets.</p>		
<b>2.</b>	<b>CORE RESPONSIBILITIES, TASKS &amp; DUTIES:</b>		
	i	Assist the Service Locality Manager to achieve the agreed objectives and targets set for the Service Unit.	
	ii	Assist the Service Locality Manager to build and maintain effective relationships with partner agencies in the locality area, on behalf of customers.	
	iii	To work within the corporate policies and procedures of Local Authority	
	iv	Provide professional casework support to qualified and support staff in the Service Unit.	



<b>5.</b>	<p><b>CONTACTS &amp; RELATIONSHIPS</b></p> <p>This post has a multi-agency dimension and the post holder will have contact with colleagues from various areas within the council and health partners when working on operational issues through a variety of contact methods including emails, telephone and face to face meetings.</p> <p><b>Very frequent</b></p> <ul style="list-style-type: none"><li>• Staff whom they supervise</li><li>• Line manager and other service managers</li><li>• Assistant Director</li><li>• Provider teams</li><li>• Strategic services staff</li><li>• Training department</li><li>• Colleagues within ACE such as locality team and hospital teams and staff within the primary care trust in relation to operational planning and delivery.</li></ul> <p><b>Frequent</b></p> <ul style="list-style-type: none"><li>• Group manager to who they are responsible</li><li>• Service managers and Assistant service managers across the directorate for purposes of operational planning and delivery</li><li>• Works with professionals across the service to promote partnership working and support effective multi-disciplinary working. Contact is on a daily/weekly basis, often requiring complex issues, requiring conflict resolution</li></ul> <p><b>Less frequent</b></p> <ul style="list-style-type: none"><li>• They will have contact with other local authorities developing partnerships and sharing best practice.</li></ul>
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<p><b>6.</b></p>	<p><b>DECISIONS – discretion &amp; consequences</b></p> <p><b>Discretion</b>  Taking decisions is the key function of this post. The post holder will be involved in the high level, complex, service related decisions regarding individual customer focussed service provision. Being responsible for a customers in a locality they will have to find solutions to problems within the service as they arise, making sure that appropriate procedures are followed and working with staff to reduce potentially difficult situations, which could have public relations implications for the council.  Post holder has a responsibility to review the procedures and processes within the service unit.  As an investigating officer they will analyse stage 1 complaints and provide responses to customers and reports for managers.</p> <p><b>Consequences</b>  The decisions taken by the post holder will impact upon the quality of life for customers. The aim is to provide a service which is able to meet the customers' needs. This is within the strategic targets set by the management team, creates strong working relationships between the service providers and partner organisations, raises customer satisfaction and council performance levels.  Decide on work agenda for each day, attend some meetings called by other staff.</p>						
<p><b>7.</b></p>	<p><b>RESOURCES – financial &amp; equipment</b>  <i>(Not budget, and <u>not</u> including desktop equipment.)</i></p> <table border="0"> <thead> <tr> <th style="text-align: left;"><u>Description</u></th> <th style="text-align: right;"><u>Value</u></th> </tr> </thead> <tbody> <tr> <td>Mobile phone</td> <td style="text-align: right;">£100</td> </tr> <tr> <td>Entrust fob</td> <td style="text-align: right;">£150</td> </tr> </tbody> </table>	<u>Description</u>	<u>Value</u>	Mobile phone	£100	Entrust fob	£150
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8.	<p><b>WORK ENVIRONMENT – work demands, physical demands, working conditions &amp; work context</b></p> <p><b>Work demands</b></p> <ul style="list-style-type: none"><li>• Subject to daily change, post holder manages own workload to meet the demands within the service. Priorities will change daily/hourly and therefore workloads will need to be constantly assessed and reprioritised</li><li>• When required post holder will attend customer reviews and accompany staff.</li></ul> <p><b>Physical demands</b></p> <ul style="list-style-type: none"><li>• Post holder can spend a significant amount of their time out of the office, either on visits, at meetings or attending reviews which sometimes take place in customer's homes.</li></ul> <p><b>Work conditions</b></p> <ul style="list-style-type: none"><li>• The majority of time will be office based work; however, visits are carried out to different locations including customer's homes, which present unknown hazards and risks.</li><li>• Manual dexterity required for keyboard skills.</li></ul> <p><b>Work context</b></p> <ul style="list-style-type: none"><li>• The post holder will be expected to deal on a regular basis with customers and/or their relatives who will challenge the decisions made by the post holder and/or their staff. This means that the post holder will have to deal sensitively with difficult and tense situations.</li><li>• To communicate difficult and distressing information to staff, service users and others.</li></ul>
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**KNOWLEDGE & SKILLS**

- Recognised relevant professional qualification.
- Comprehensive knowledge of Social Care policy and current practice issues and agendas
- Knowledge of social care, health and housing processes and issues.
- Thorough knowledge of social care assessment and purchasing issues, in particular as they relate to Vulnerable people
- Knowledge and understanding of the development and modernisation agenda within social care, health and housing.
- Knowledge of sound budgetary management and decision-making processes.
- Ability to demonstrate staff-supervision skills
- Relevant demonstrable experience in working in a related field
- At least 3-years post-qualifying experience of delivering a high quality customer oriented care management service, including setting up and reviewing care packages that meet assessed needs
- Strong commitment to customer services
- Experience of supervising staff in a political and multi-disciplinary environment, gained in a health, local authority social care setting, or independent social care provider.
- Experience of target setting and performance management within a staff appraisal context.
- Experience of motivating staff to achieve agreed performance targets.
- Well developed range of written and verbal communication skills.
- Experience of successful partnership work with colleagues from other statutory, independent or voluntary agencies working in social care, housing and health.
- Commitment to and awareness of health and safety and equal opportunities for staff and customers.
- Skills in office based use of IT,
- The ability to apply innovative IT solutions in operational management.
- The ability to problem solve
- The ability to set standards for monitoring work performance and delivering high quality services

10.

**Position of Job in Organisation Structure**

