Portsmouth CITY COUNCIL

Assistant Unit Manager (Residential)

Salary: Band: 9, £39,151 - £42,838 p.a, + 17% shift enhancement

Shift Pattern: Between 7:00am – 10:00pm, including every other weekend and bank holiday working

37 hours per week

Portsmouth City Council is committed to safeguarding and promoting the welfare of adults with care and support needs and expects all staff and volunteers to share this commitment.

DBS Disclosure at Enhanced level will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

The Service

Russets is in Hilsea and accommodates up to 20 adults with a learning disability. This is made up of 7 permanent residents living in 2 flats within Russets and 10 respite beds.

Our Adult Social Care Service has 3 residential units in the city for adults. Therefore, it is envisaged that the post holder will be required to work across customer groups and within different services should the need arise.

We are fully committed as a team across our services and are involved in all aspects of our residents' lives. This job role, though mentally and physically challenging, will be rewarding for the right person with the necessary experience, skills, aptitude and values.
We provide person - centred care and support to our residents and encourage individuals to make choices to assist them with maintaining control and independence as much as possible. We encourage and enable activity-based care.

As a service we take pride in our work by valuing others, focusing on what is important so that we make a real and positive difference. Our values are outlined in our Ways of Working and if they reflect how, you are and how you work then this could be the role that meets your expectations.

What is the role?

As an active member of the management team, you will be responsible for supporting the manager and deputy manager to run the service. You will assist in managing care and support staff / team leaders/ and ancillary staff as well as being direct line manager to allocated staff. You will be responsible for supervisions, appraisals, probation meetings and to assist staff development. As well as supervising the day-to-day activities, staff rotas (ensuring adequate staffing on a daily basis in the unit), you will oversee ensuring that staff have the correct training, monitor leave requests, absence management and referrals to

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occupational health. You will keep clear and concise records and communicate effectively with health colleagues, other professionals and relatives.

You will need to work well under pressure and be proactive in your decision making, whilst maintaining a professional approach.

You will be expected to work on a rolling two-week rota including every other weekend and bank holidays if this falls on your shift.

You will need to be flexible and work well as part of a team and be able to deal with difficult situations in the absence of the unit and deputy manager.

You will be creating and maintaining care plans to promote independence through person centred care planning. Your role will involve some direct hands-on care; you will supervise day to day activities such as administering medication, communication with GP's, liaising with district nurses, recording events, and dealing with general enquiries and arranging staff cover during absence.

You will be required to complete pre-assessments and applications for Deprivation of liberty safeguards (Dols) for people who lack capacity with specific decisions.

You will have the responsibility to ensure that the administration of medication is safe and senior carers/team leaders are trained and competent, carrying out regular competency checks for the administration of medication.

You will be ensuring that procedures are followed & that standards of care are always maintained by the staff team, so that the care and wellbeing of service users is of the highest quality.

All staff need to observe Health and Safety requirements for the service and take responsibility for the safety and welfare of the residents, themselves and the safety and security of the building overnight. (Fundamental Standard 7 - premises and equipment).

As part of a team working in a social care setting supporting adults you must be open and transparent. Should something go wrong, or you witness unsafe practice, you have a responsibility (Duty of Candour) to ensure you raise this concern with a manager immediately. (Fundamental Standard 12).

Who is the person?

You need to:

1. Have a Level 5 Diploma in Leadership and Management for Adult Care (or equivalent).

2. Have substantial experience in a residential setting, working with people with cognitive behaviour/autism/learning disability/complex needs.

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3. Have a comprehensive understanding of Care Quality Commission regulations, be able to complete CQC notifications to a high standard, follow up on actions, ensuring senior team is aware of all notifications, to be able to assist during the inspection process, imbed the regulation to junior staff/ give practical examples.

4. Have a clear understanding and demonstrable evidence of supervisory skills. As you will be required to supervise staff and support their training and development needs (plan the dates, discuss regulations, PDR discussions, contact sheets discussions, discussions on recent training attended by staff, set task in-between supervisions) (overseeing formal training (mandatory and non- mandatory- ensuring junior staff completes the training required, managing own training compliance, upskilling junior staff, reflection on training, debrief of incidents)

5. Have experience of managing poor performance, chairing formal meetings with staff concerned, knowledge of application of performance management tools, plans.

6. Have knowledge of sickness management, which will include entering date on the system, monitoring the sickness levels as per policy, booking and chairing formal meetings (Stage 1) with staff, following up with HR department. Requirement of completing the occupational health referrals, keeping in touch with staff, overseeing the dates on sick notes, maternity leave planning.

7. Have knowledge of staff rotas to ensure the correct staff levels for the service maintained (to arrange cover required, consider sickness, gaps, training needs, liaise with agency, casual staff, offer overtime, consider skills mix, budget and hours allowance, on-going risk assessment and action plan).

8. Have knowledge of the dependency levels assessments processes and tools.

9. You will need to have an understanding and ability to apply the regulatory requirements regulation 18 *Safe staffing* and regulation 19 *Proper persons employed*. As you will be required to support the manager in recruiting staff, shift planning, covering gaps in rotas and booking staff onto training.

10. As an assistant manager supporting adults with care and support needs you must be open and transparent. Should something go wrong, or you witness unsafe practice, you have a responsibility to record and report your findings. You must have a good understanding of Duty of Candour, Regulation 20 and be able to cascade this to junior staff.

11. As an assistant manager you must be competent to conduct the fact-finding process following any concern and/or incidents raised during your

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shift and to record and report your findings to appropriate relevant professionals at the earliest opportunity.

12. Have the ability to keep accurate and up-to-date records and systems to maintain securely an accurate, complete and contemporaneous records in respect of residents and staff as per CQC regulatory requirement 'Good Governance, regulation 17.

13. Have excellent verbal communication skills as you will be liaising with visiting professionals and the ability to converse at ease with clients and customers and provide advice in accurate spoken English is essential for the post.

14. Good understanding of audits and dealing positively with complaints, as you will be required to implement and maintain systems within the quality assurance framework (initial response to complaints, liaise with RM/DM if unresolved) (lead on audits in designated area, RM/ DM responsible for action plan, link audits with champion's areas).

15. Have the ability to work with a diverse group of other professionals such as social workers, doctors and occupational therapists as you will be attending multi-disciplinary team meetings (MDT) on behalf of the resident.

16. Have a good understanding of the Mental Capacity Act 2005 and DoLS as you will be required to complete DoLs applications and will be making and recording best interest decisions for residents.

17. Have good knowledge of IT systems and other assistive technology.

18. Have experience of administering, storing, stock checking and transcribing of medication. In addition, you will be required to carry out medication competencies assessment on junior staff who administer medication. This a fundamental requirement of the assistant unit manager role (regulation 12 Safe Care) (liaise with GP/ pharmacy, manage errors, covert medication process, competency assessment check, auditing, transcribing).

19. Have a calm nature to deal with emergency situations and have experience of negotiation and decision-making, dealing with staff conflict and behaviours that challenge.

20. Have the ability to work with challenging behaviour and able to diffuse these situations and support staff.

21. Have substantial knowledge of CQC regulations and relevant legislation and policies; including the fundamental standards, health and safety, service delivery, confidentiality, data protection (GDPR), Mental Capacity Act, Care Act, employment law, and equality and diversity with the ability to interpret them in terms of the service delivery.

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22. Be able to demonstrate competence in dealing with finance and monitoring budgets, including ordering consumables, equipment, agency, and other services. Have experience of cash handling and purchase cards.

23. To work flexibly, as on occasions you may be required to swap shift, work in a different unit, or do additional hours to support service delivery or complete an urgent task.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

This role is eligible for a DBS check and the DBS have published a privacy notice to ensure individuals are fully informed of the use of their personal data; their rights and that Portsmouth City Council are meeting the necessary requirements when submitting DBS checks. It is important that you read and understand this privacy policy before any application is submitted to the DBS.

Visit the Gov website to read the full notice.

Please include the below statement in your application. It is important you know your rights.

I have read the Standards/Enhanced Check Privacy Policy for applicants and I understand how the DBS will process my personal data and the options available to me when submitting an application

Signed…….....Dated……..

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.