

HARROGATE NEIGHBOURS HOUSING ASSOCIATION

HEATH LODGE COMMUNITY HAVEN

JOB DESCRIPTION – Assistant Manager

Title of Post:	Assistant Manager
Location:	Heath Lodge
Report to	Chief Operating Officer
Hours:	40 per week (shifts)
Salary:	£35,000.

Main Purpose of Role

To motivate, train, support and supervise staff in all aspects of their job roles. To uphold and maintain high standards of best practice in the absence of the Head of Care Services as required.

To ensure that the principles of privacy, dignity, choice, rights, independence and fulfilment are always applied.

To undertake a full range of direct hands-on care duties when necessary and appropriate.

Job Dimensions

- To assist the Head of Care Services as required.
- Assist in direct and hands-on resident care in the delivery of holistic, individualised, evidence-based care.
- To support management in the provision of service and staff on a 24-hour basis.
- To Liaise with, and co-ordinate, members of the multidisciplinary team reporting to the Home.
- To assist the Head of Care Services in professional and practice development of all team members and maximise available resources.
- To ensure self and staff adherence of Associations, national and professional policies.

Primary Duties and Areas of Responsibility

1. Managerial

- To co-operate with and assist the Head of Care Services in ensuring best standards are achieved within the home.
- To support the Head of Care Services in the delivery of evidence-based care and other appropriate service delivery within the home, monitoring standards of care and recognising and reporting resident's conditions as required.
- Develops leadership skills both professional and managerial.
- Ensure effective communication with all levels of staff and the whole multidisciplinary team.

- Collaborate and liaise with professionals in the multidisciplinary team.
- To assist the Head of Care Services in assessing the overall resource requirements for the home.
- To assist the Head of Care Services in implementing and maintaining all policies and ensures staff compliance.
- To assist the Head of Care Services to produce staff rotas, creating shift patterns which meet the care needs of the residents for a 24-hour period.
- To support with investigation of complaints from residents, relatives, carers and staff
- To investigate and report accidents and untoward occurrences and reports to Head of Care Services.
- To ensure high standards of catering and hospitality are provided at all times.
- To ensure the environment is kept appointed to a high standard.
- To attend meetings as directed by the Head of Care Services and provide effective channels of communication with all departments and services.
- To maintains a safe environment in the home for residents, staff and visitors. Follow all Health and Safety policies
- To actively support the Head of Care Services in managing effectively, efficiently and economically all available resources both human and commodities.
- To co-operate in the trials of equipment and resources.
- To be responsible as a trained person for the ordering, receiving, control, administration and disposal of drugs within the regulations laid down by the Organisation, the NMC and national legislation.
- To ensures all Company Policies and procedures are followed.

2. Professional

- Follow the NMC Codes of Conduct / Practice
- Develop research skills in self and others that promotes evidence-based practice.
- Assist the Head of Care Services in maintaining an environment conducive to learning for all staff in training.
- Assist in implementing and developing systems of care delivery.
- Adhere to the Home's Philosophy, Care Acts and other statutory legislation.
- Ensure the secure storage of Resident documentation.

3. Staff / Self Development

- Agree personal objectives and training issues at Appraisal with Head of Care Services
- Assist the Head of Care Services in completing staff appraisals at the required times i.e., during induction, probation period and continuous staff development at appraisals.
- Ensure staff maintain accurate training records.
- Ensure the environment and resources available for staff are conducive to job satisfaction and high morale.
- Oversee staff statutory training attendance as per the Organisation's policy and NMC regulations.
- Act as a mentor and supports care assistants in achieving qualifications which are sponsored by HNHA, and to supervise care assistants in achieving competencies as directed by legislation.
- Encourage and ensure that all trained staff maintain a personal and professional profile.
- Develops standards in collaboration with Head of Care Services
- Assist the Head of Care Services in ensuring staff take allocated holiday entitlement, maintaining accurate records.

4. Technology

- Ensure staff are trained in the correct usage of equipment.
- Co-operate with maintenance programmes.
- Maintain an accurate equipment register.
- Ensure that IT skills are maintained.
- Assist the Head of Care Services in recording appropriate service user and staff statistical data.

Job Description Agreement

Jobholders Name (print)

Jobholders Signature Date

Chief Operating Officer Date

Review: July 2026

Health & Safety Risk Management

To be aware of Health & Safety issues, of own responsibility to self and others to maintain Health & Safety within the site and building and to report any incidents or concerns. To ensure that staff are aware of Health & safety issues and comply in maintaining a safe environment.

Equality & Diversity

The jobholder is required to abide by the organisations policies and procedures and to actively support the home's commitment to equality and diversity in both employment and the delivery of services. All residents, relatives, visitors and staff must be treated equitably, with dignity and respect taking into account their race, gender, ethnic origin, age, disability, sexuality etc.

Respect for Resident Confidentiality

The jobholder should respect resident confidentiality at all times and not divulge resident information unless sanctioned by the requirements of the role and with the appropriate authorisation.

Communication & Working Relationships

Internal - all staff within the organisation

External - tenants, relatives, members of the public, outside agencies.

Special Working Conditions

The jobholder is required to work within the association as needed.

The jobholder must be willing to cover additional shifts and provide flexibility regarding rota arrangements.

To move and be re-deployed within the Company as may be necessary to ensure the needs of the service are met.

This job description is not an exhaustive list of duties that you will be expected to perform. Staff should not refuse to undertake duties not specified above but should record additional duties they feel need special recognition and these will be considered during supervision and appraisal.

Rehabilitation of Offenders Act 1974

Because of the nature of the work, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Applicants for the post are not entitled to withhold information about convictions which for other purposes are "spent" under the provisions of the Act and in the event of employment, any failure to disclose such convictions may result in disciplinary action or dismissal by Harrogate Neighbours.

Any information given will be completely confidential and will be considered only in relation to an application for a position to which the order applies.

Data Protection Act 2018 and UK GDPR

All members of the staff are bound by the requirements of the Data Protection Act 2018 and UK GDPR laws, and any breaches of the Act or of the confidential nature of the work of this post could lead to dismissal.

Personal Governance

Information concerning patients and staff is strictly confidential and must not be disclosed to unauthorised persons. This obligation shall continue in perpetuity.

Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 1998 or an action for civil damages under the same Act in addition to any disciplinary action by the Trust which may include dismissal.

Disclosure of Criminal Background – Disclosure & Barring Service

The Disclosure & Barring Service is an executive agency of the Home Office which exercises the powers and fulfils the responsibilities of the Secretary of State under Part V of the Police Act 1997. In order to minimise any possible risk of abuse to children or vulnerable adults or if a post is a position of trust a check will be made with the Disclosure & Barring Service ('Bureau') on the possible criminal background of the successful candidate for this post.

A Standard Disclosure check is primarily for: "Any employment or other work which is concerned with the provision of health services and which is of such a kind as to enable the holder of that employment or the person engaged in that work to have access to persons in receipt of such services in the course of his normal duties'. This check may also be used for occupations that involve positions of trust. The Bureau are authorised to disclose in confidence to the Care Manager, details of any criminal record, including cautions, reprimands, final warnings, current and 'spent' convictions held on the Police National Computer. It will also contain information held on the Government Department Lists.

An Enhanced Disclosure check will be undertaken for a post, which involves a greater degree of contact with vulnerable adults.

Any information disclosed will be treated in the strictest confidence and all circumstances will be taken into account before any decision is reached. The successful candidate will be asked to complete a Disclosure Application Form for a Bureau check to be carried out, although applicants should be aware that a refusal to comply with this procedure may prevent further consideration for the post.

Person Specification

An Equal Opportunity Employer – The organisation positively welcomes applications from disabled people and will make reasonable adjustments to posts in compliance with the Equality Act 2010.

Attributes	Essential	Desirable	How Identified
Qualifications		Diploma – relevant qualifications	Profile Job applicant
Experience	Demonstrable experience in Care of the Older Adult		Application form Interview references
Training	Evidence of continuous learning since qualification has been obtained (CPD)	IT skills	Profile interview
Special Knowledge		Mentorship in Practice Certificate. Care of the Older Adult certificate (941) Management certificate, Modern equivalents, such as a Level 3 or 4 Diploma in Adult Care (RQF) or specific modern dementia/elderly care certifications. or working towards achieving one. Assessor Award (e.g., TAQA, CAVA) or equivalent or RQF Assessor	Profile Application form
Personal Circumstances	Ability to work shift rota system with internal rotation.		Interview DBS – Enhanced check
Disposition / Adjustment Attitudes	Ability to work in multidisciplinary team. Ability to lead a changing environment. Innovative Reliable and flexible Motivated		Profile Interview References
Skills – Practical / cognitive	Leadership skills Communication skills Interpersonal skills	Management skills	Application form Interview References
Physical	Able to perform all aspects of caring duties outlined in job description		Application form Interview References