

Assistant Head of Service

Service: Adult Services
Responsible To: Head of Service
Salary: Pt 35-39

Job Purpose

To provide support to the Head of Service in overseeing the day-to-day operations and management of day service programs for individuals who use the service.

Main Duties

The job purpose of the Assistant Head of Day Services involves overseeing the operations and management of day service programs for individuals with disabilities, elderly individuals, or individuals with special needs. Here's an outline of the job purpose:

- **Assisting in Leadership and Management:** Support the Head of Day Service in providing leadership and management oversight to day service programs. This may involve assisting with staff supervision, scheduling, and performance management, as well as helping to maintain a positive work culture focused on compassion and professionalism.
- **Program Coordination and Implementation:** Coordinate and assist in the implementation of day service programs, activities, and services. This includes helping to develop program schedules, coordinating staff assignments, and ensuring that programs meet the needs and preferences of individuals attending the programs.
- **Quality Assurance and Compliance:** Assist in ensuring that day service programs meet quality standards, regulatory requirements, and accreditation standards. This may involve monitoring program outcomes, conducting audits, and assisting with quality improvement initiatives.
- **Staff Training and Development:** Assist in providing training, coaching, and professional development opportunities to staff members to ensure they have the skills and knowledge necessary to support individuals attending day services effectively.
- **Client and Family Engagement:** Support efforts to engage clients, families, caregivers, and other stakeholders in day service programs. This may include assisting with client assessments, addressing concerns, and maintaining open communication channels.
- **Budgeting and Financial Management:** Assist in developing and managing budgets for day service programs, ensuring effective allocation of resources and responsible financial stewardship.
- **Risk Management and Safety:** Assist in identifying and mitigating risks associated with day service operations, including health and safety risks, behavioral concerns, and emergency preparedness.
- **Community Engagement and Partnerships:** Assist in building and maintaining positive relationships with community partners to enhance access to resources, services, and opportunities for individuals attending day services.

- Advocacy and Public Relations: Support efforts to advocate for individuals attending day services, promoting their rights, interests, and inclusion within the community.
- Administrative Support: Provide administrative support to the Head of Day Service, including preparing reports, maintaining records, and coordinating meetings and events.
- To attend regular budget meetings with the finance department to ensure the service's delivers within budget and offers value for money.
- To ensure the repair and maintenance of all equipment within the service and of the day service itself.
- To promote and maintain a high standard of care, support including domestic and catering services.
- To lead or support on recruitment and selection of staff in line with Foundation Safer Recruitment Policy, Equality and Diversity and legislative requirements.
- To oversee and or participate in the induction of new staff into the service and monitor and support during the probationary process in line with Foundation Policy.
- To oversee or support line management of the day services staff team, and directly line manage team leaders, to ensure an excellent standard of supervision, support, appraisals, training and continuing professional development.
- Oversee or support the management of staff attendance including providing wellbeing support, recording absence, conducting return to work meetings and conducting formal attendance meetings where necessary with the support of HR.
- Take responsibility for the implementation of Foundation HR policies, including Capability, Disciplinary, Grievance and Investigations, with the support of HR.
- Any other reasonable duties relating to the residents needs

Person Specification

Essential Criteria

Skills and Knowledge

- Good written/verbal communication skills
- Good organisational skills
- Good I.T. skills and innovation through digitalisation
- Knowledge of working with adults with disabilities
- Knowledge of CQC standards
- Understanding of challenging behaviour and Positive Behaviour Support.

Qualifications and Training

- Level 3 Lead Adult Care Worker qualification
- Degree level in a relevant field or equivalent experience.
- Level 2 qualification in Literacy and Numeracy
- Care Certificate

Experience

- Managing and leading teams within a care setting
- Delegating workloads and responsibilities
- Managing conflict

Personal Qualities

- Able to work on own initiative
- Confident to communicate effectively with staff, families, carers and social care professionals
- Flexible, enthusiastic, committed
- Good team member
- Caring and empathetic

Other Requirements

- Able to work Early/Late/Weekend shifts

Desirable Criteria

Qualifications and Training

- Level 3 Team Leader/Supervisor qualification

Experience

- Safeguarding referrals/procedures
- Understanding of CQC framework and regulations

Other Requirements

- Flexible and able to extend hours of work if required

Organisational Standards

The Percy Hedley Foundation operates in a demanding and often changing environment. Members of staff must be flexible, adaptable, willing to face up to changing circumstances and new opportunities. The following list of duties and responsibilities must therefore be taken as a guide and is not to be comprehensive.

Professional Duties

- Participate in the review of the Foundations Policies, Procedures and Processes;
- Participate in arrangements for the performance development review process
- Participate in arrangements for further training and professional development
- Keep up to date with changes or developments within your professional area
- Fully participate in the induction and training programme provided by the Percy Hedley Foundation
- Contribute to the professional development of other staff, including the induction of new staff.

Equality and Diversity

- Promote equality of access to education, training and employment opportunities for disabled people, and advocate a positive attitude
- Recognise that disabled people are individuals who have specific needs
- Employ support strategies that will empower disabled people
- Show awareness of knowledge and display non-discriminatory behaviours at all times in relation to culture, race, ethnicity, disability, gender, sexuality and age
- Recognise the importance of inclusion by using appropriate means of communication at all times
- Be flexible, trying to meet the changing needs of both disabled people and environment.

Discipline, Health and Safety

- Adhere to and promote Percy Hedley Foundation Health, Safety and Welfare policy at all times
- Purchase equipment from a recognised source
- Report all incidents and accidents to Health and Safety Officer
- Maintain a high standard of record keeping in line with Percy Hedley Foundation policies and procedures.

Safeguarding

- Safeguarding is everyone's responsibility.

- Percy Hedley Foundation have adopted recruitment and selection procedures, and other Human Resource Management processes, that help deter, reject or identify people who might abuse vulnerable children/adults, or are otherwise unsuited to work with them.
- The Trustees/Governing Body are committed to promoting the welfare of children and young people/adults and staff are expected to ensure that the highest priority is given to following guidance and regulations to safeguard those in our care.

Confidentiality

- Respect confidentiality. All personal information about people using the foundations services to which you have access should be treated as confidential. Information about the people's needs, progress and assessment should only be shared with the team to aid support
- Remain objective and do not favour any gender, language or culture and comply with the Percy Hedley Foundation policy.

About Us

We are an ambitious, entrepreneurial and innovative charitable business working in a person-centred way to meet the needs of people with disabilities and their families. We provide a range of high-quality services and seek out opportunities to inspire and support people with disabilities to achieve their ambitions. We believe that working together as one Foundation we achieve more than individual services would achieve alone. Our influence will be regional, national & international.

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Applicants should be aware that the post will only be offered to successful candidates subject to an Enhanced DBS check as well as other employment clearances.



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