

HIGHLAND HOME CARERS – Job Description

Title of Post:	Assistant Service Manager
Responsible to:	Service Manager, South Highland
Pay Scale:	£32,500
Location:	Inverness, Nairn & Surrounding Area
Hours:	37.5 hours per week + on call responsibilities

Introduction

Highland Home Carers was founded in 1994. We are a vibrant and forward-looking organisation. We have grown to become one of the major independent providers of home care and support services in Scotland. We currently employ around 230 staff. Our company has been owned by our employees since 2004. The business is governed and led by a Board of Directors, comprising two executive directors, three elected employee directors, and one non-executive director. We are a private limited company with a strong commercial focus.

We provide a range of services for older and vulnerable adults in Inverness and across the Highlands.



Job Purpose

To assist in the operational running of the Care at Home Service under the direction of the Service Manager.

Primary duties and responsibilities

- Assist in the effective management and development of the Care at Home Service including the management of the Service Administrators and Practice Support Technicians and Care/Support Practitioners under the direction of the Service Manager.
- Ensure a **compassionate** delivery of service that maintains the right to privacy, dignity, **respect**, confidentiality, and choice to the people we support.
- **Collaboration** is the key to maintaining good working relationships with the people we support.
- Assist in maximising **excellence** growth through development of new and existing contracts.

- Devise and maintain person centred care plans and computerised records on Access Care Planning to ensure they are reflective of the people we support needs and wishes through review process.
- Meet with new care/support practitioners throughout induction programme and initial probationary period.
- As part of your ongoing **responsibilities**, ensuring the wellbeing of the Care/Support Practitioners by carrying out annual Support & Reviews.
- Maintain a good working relationship with the Health and Social Care partnership.
- Ensure any break down in service delivery is rectified as high priority and that the people we support, and NHS Highland (care at home) are kept informed accordingly.
- Conduct yourself with **integrity** at all times and in accordance with the Scottish Social Services Council (SSSC) Codes of Conduct.
- Work within the guidance of the Health and Social Care standards and the SSSC.
- Work within the quality framework of the Care Inspectorate.
- Ensure at all levels that confidentiality is maintained in relation to agreed policy.
- Assist the Service Administrator/Schedulers and Practice Support Technicians (PST's) with covering any unallocated visits including sickness and annual leave within your area. This will include you delivering care/support personally sometimes at short notice to people we support within your area.
- Uphold and positively promote equalities in service delivery and employment practices.
- Undertake training courses as required by Highland Home Carers.

Carry out any other reasonable duties, which fall within the Service Manager's direction.

Note - The successful applicant **must** register with the Scottish Social Services Council.

Person Specification

	Essential	Desirable
Knowledge	• Understanding of NHS Highlands assessment and commissioning procedures. • Understanding and practising of the Health and Social Care standards. • Recognising and being pro-active on Safeguarding and health and safety issues relating to Adult Social Care Services. • Working knowledge of Scottish Social Service Care Codes of conduct.	• A knowledge of a specialised area of practice, e.g. nutrition/diabetes/ dementia. • Understanding of Self-Directed Support Act and how it can impact people we support and their families.

Skills & Abilities	• Experience of building positive working relationships with supported people who access services and their families, colleagues and other health and social care professionals. • Effective leadership and communication skills. • Ability to write consistent records and reports. • Experience of Microsoft Office. • Understanding of scheduling. • Able to follow a clear directive and prioritise workloads. • Ability to uphold company policies and procedures.	• Experience of leading and developing an effective team including recruitment, training, supporting and supervising colleagues. • Experience of understanding the delivery of a social care service. • Knowledge of IT systems.
Qualifications & Training	• Minimum of SVQ 2 in Health & Social Care (or equivalent qualification) – or must be willing to work towards SVQ3.	• Experience of completing person-centred assessments. • Train the trainer qualifications.
Equal Opportunities	• Commitment to incorporating Equal Opportunities and diversity principles to all aspects of work.	
Other Considerations	• Full driving licence. • Able to build rapport and good relationships with people. • Able to maintain high standards of confidentiality. • Willingness to work flexibly. • Uphold our values in promoting the benefits of Employee Ownership.	