

## **(Support Staff)**

### **CONDITIONS OF SERVICE**

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| <b>Hours:</b>         | <b>39 hours</b> are available, to be worked on a shift basis in accordance with the project rota which will be designed to ensure that staff are on duty at times appropriate to the clients and service delivery.  |
| <b>Contract:</b>      | This is a <b>Permanent</b> post. All posts are subject to a 6 month probationary period. A formal review will take place at 2, 4 and 6 months.  |
| <b>Salary:</b>        | Salaries are paid monthly, directly into a bank account of your choice. The salary for the Assistant Manager post for <b>39 hours</b> per week is <b>£24,585 - £25,364 per annum</b> .  |
| <b>Sleeping In:</b>   | Staff may be required to undertake sleep-in duty in accordance with the project rota. Hours on sleep-in duty are not counted towards normal weekly hours. Payment will be made at £85.50 per night. The sleep-in allowance covers overtime of up to half an hour on night time call out.  |
| <b>Waking Nights:</b> | Staff may be required to undertake night duties, payment will be at time and a third for hours worked between 10.00pm - 7.00am.   |
| <b>On Call:</b>       | The post holder may be required to carry out On Call duties from home. A payment of £16 per shift will be paid for this.  |
| <b>Overtime:</b>      | Except for night-time call outs overtime is payable only where it is agreed in advance by the organisation.   |
| <b>Pension:</b>       | Hillcrest Futures offers a pension under the Governments statutory auto-enrolment scheme, which is a Defined Contribution scheme with a company called NOW Pensions. At present staff contribute 5% with the employer 3% to the scheme as of 1 <sup>st</sup> April 2019. Further details of the scheme are available from the payroll team. |
| <b>Health Plan:</b>   | Employees are automatically given free admission to the Health Plan Scheme. The cost for this is met by the Employer. Details will be sent out with the Contract of Employment.   |

**Annual Leave:** **The holiday year runs from 1<sup>st</sup> January - 31<sup>st</sup> December.** The full holiday entitlement is 249.6 hours per annum rising to 288.6 hours. 5 days Public holidays have been included in this annual leave entitlement. Unit Managers will commence on 288.6 hours per annum. **Annual leave is calculated on a pro rata basis for part time staff.**

**Qualifications:** Any offer will be subject to proof of qualifications essential, and where appropriate desirable, to the post.

**Rehabilitation of Offenders Act 1974:** If you have any unspent convictions you must declare this on your application form.

In relation to 'spent' convictions, there is a list of convictions which must always be declared and a list of convictions that are declared, subject to rules. Failure to disclose relevant information will be regarded as a breach of trust and could lead to dismissal, disciplinary action or withdrawal of offers of employment.

If you are unsure whether or not you need to disclose a conviction/caution, please contact our Human Resources Department for further advice, or you can check by accessing Disclosure Scotland's website at [www.disclosurescotland.co.uk](http://www.disclosurescotland.co.uk) and check the 'Frequently Asked Questions'.

Please note that all successful applicants will be subject to a Disclosure check through Disclosure Scotland.

**HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH HILLCREST FUTURES. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES.**

**SSSC Registration** Staff are required to register with the SSSC in the appropriate worker category within Care at Home and Housing Support Services. SSSC registration must be obtained within 6 months of commencing the post. Failure to register within the 6 month period, may result in your contract being terminated. Staff will be responsible for maintaining their registration throughout their employment with Hillcrest Futures.

**Trades Union:** Employee's have the right to join a Trades Union of their choice, if they wish, although Hillcrest Futures do not recognise any Trade Union. A Staff Representative group is in place.

**No Smoking Policy:** Smoking is prohibited in all projects and at Head Office. Designated smoking areas are outside the buildings and should be out of view of

service users. This includes the use of E-cigarettes. Employees who are required to carry out their duties in buildings which are out with the control of the organisation are jointly responsible for minimising their own exposure to risk factors such as passive smoking.

**Equal Opportunities:** Hillcrest Futures is striving to be an equal opportunities employer and has adopted a Policy which aims to ensure that no job applicant receives less favorable treatment on grounds of race, colour, ethnic and national origins, marital status, gender, age, religion, disability, political or sexual orientations, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

**Applications:** Please forward applications before the closing date .

### Job Description

**Job Title:** Assistant Manager

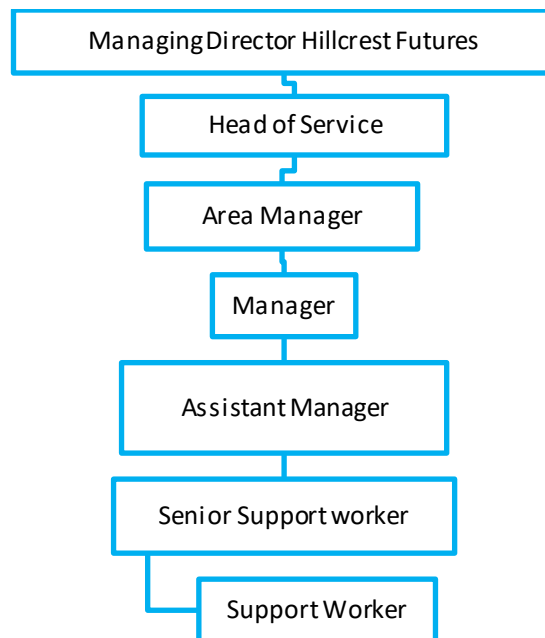
**Department:** Hillcrest Futures

**Responsible to:** Manager

**Responsible for:** Senior Support Workers, Support Workers

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### Organisational Chart



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### Main Purpose of Post:

The Assistant Manager will be responsible for on-going support, monitoring and supervision of Senior Support Workers and Support Workers to ensure they provide a service which meets the standards of Hillcrest Futures. The Assistant Manager will provide leadership and direct line management to staff ensuring that their practise is in line with Hillcrest Futures policy and procedures, the Scottish Social Services Council (SSSC) codes of practise and the Health and Social Care Standards.

**Responsibilities:**

- The Assistant Manager will provide line management support to staff on a day to day basis and will provide on-call emergency advice and management support to out of hours on a rotational basis.
- The Assistant Manager will ensure that individual outcomes for the people we support are being met, and ensure systems are in place to allow outcomes to be continually reviewed.
- The Assistant Manager along with the Manager will ensure that the service is maintaining the principles of the Health and Social Care Standards; Dignity and Respect, Compassion, Be Included, Responsive Care and Support and Wellbeing.
- The Assistant Manager will ensure that people we support are included in the development of all aspects of the service.

**Main Duties:**

- Line management of Senior Support Workers and Support Workers.
- Assist the Manager with the monitoring of service performance, staff development and training requirements and the development and implementation of associated service improvement plans.
- Effectively consult with the people we support to ensure their views on the development of the service are listened to.
- Effective monitoring and management of contract and regulatory compliance, such as Health and Safety, and staff training requirements to meet SSSC registration and Care Inspectorate and Commissioning Authority requirements.
- Support the manager to monitor budgets.
- Support the Manager to deal appropriately with staffing matters including recruitment, induction, probation, attendance, performance and disciplinary.
- Undertake audits of services in line with policy and procedure.

**Customer and Partnership Working:**

- Work constructively with the people we support, their families, carers, advocates and other stakeholders.
- In conjunction with the Manager of the service, ensure appropriate and meaningful engagement and participation opportunities for service users and staff are developed within the services.
- Ensure that both planned and unplanned feedback is used wherever possible to constructively inform service improvement plans and that these plans are communicated back to staff and the people we support.
- Ensure effective liaison with other internal teams and external stakeholders such as health and social care partnerships, housing, benefit agencies, and other appropriate agencies as and when required.

**Person specification – Assistant Manager**

| Attribute                  | Essential   | Desirable   |
|----------------------------|---|---|
| <b>Experience</b>          | <ul style="list-style-type: none"> <li>• Experience of working with relevant service user groups.</li> <li>• Ability to demonstrate understanding of needs of service user group. Able to demonstrate understanding of an outcome based approach for the people we support.</li> <li>• Ability to support staff to develop skills in assessment, outcome planning, risk assessment and reviews.</li> <li>• Ability to manage staff performance on daily basis including sickness absence, time management and individual work performance.</li> <li>• Ability to influence and inform best practice.</li> </ul>   | <ul style="list-style-type: none"> <li>• Able to demonstrate ability to prioritise staff resources to needs of individuals and, or group</li> <li>• Working knowledge of the role of the Care Inspectorate.</li> <li>• Working knowledge of SSSC Codes of Practice</li> </ul> |
| <b>Proven Competencies</b> | <ul style="list-style-type: none"> <li>• Ability to communicate effectively verbally and in writing.</li> <li>• Flexibility in approach to work schedules and tasks.</li> <li>• Willingness to learn and accept new ideas.</li> <li>• Ability to use initiative with reflective practice skills, leading on team practice development.</li> <li>• Ability to induct, supervise, support, appraise and performance manage staff.</li> <li>• Ability to work on a multi-agency basis, and encourage positive partnerships with other agencies.</li> <li>• Ability to coordinate the work of the team.</li> <li>• Good level of IT Skills.</li> <li>• Ability to lead, inspire and motivate others.</li> <li>• Supervision skills.</li> <li>• Ability to work unsupervised.</li> <li>• Ability to cope with potential emergencies and make appropriate decisions.</li> <li>• Able to take responsibility.</li> <li>• Knowledge of outcome planning.</li> <li>• Understanding of health and safety requirements.</li> </ul> | <ul style="list-style-type: none"> <li>• Ability to deputise for Manager in their absence</li> <li>• Ability to contribute to service reviews and, or inspections</li> <li>• Knowledge of local resources</li> </ul>  |

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|-------------------------------------|---|---|
| <b>Education and Qualifications</b> | <ul style="list-style-type: none"> <li>• Relevant qualification in line with Scottish Social Services Council (SSSC) requirements , SVQ level 4, or willingness to undertake</li> <li>• Possession of or willingness to undertake additional management training in line with role and SSSC requirements, PDA Supervisory Management.</li> <li>• Ability to register with SSSC, and meet all ongoing registration requirements within agreed timescales.</li> </ul> | <ul style="list-style-type: none"> <li>• Willingness to undertake training for trainers training</li> <li>• Willingness to contribute to organisational training and development needs by acting as an internal trainer.</li> </ul> |
| <b>Service Specific</b>             | <ul style="list-style-type: none"> <li>• Knowledge of Moving and Handling, willingness to undertake Competency Based Assessor Training</li> </ul>   |   |