

## **Assistant Manager Job Description**

---

**The Assistant Manager is responsible for ensuring the continuity of service and the full management of the company rostering for the care team and for supporting the Registered Manager with risk management and quality monitoring.**

### **Job Summary:**

To manage the arrangement of care and support staff provision for service users, usually within their own homes in the community. You will be expected to take responsibility for arranging and communicating staffing resources in order to effectively meet the needs of our customers, managing the referral process, conducting interviews of Care and Support Workers, and inducting new starts. Your working hours may involve care and will involve out-of-hours support.

### **Reporting Relationship**

- ◆ Reports to Registered Manager and Director(s).

### **Responsibilities, Behaviour & Values:**

#### **Customer Support & Customer Services**

- ◆ Communicate regularly with customers, resolving queries and assisting with support as required.
- ◆ Point of contact for any issues/complaints from clients and employees.
- ◆ Provide an enjoyable experience with Erohealthcare through clear communication, a cheerful attitude, by being polite and by being professional.
- ◆ Ensure that our customers support is delivered on time regularly and they are informed of any delays or changes.
- ◆ Recognise complaints from customers, customer representatives and employees, and report such complaints.
- ◆ Maintain thorough records for all telephone calls and correspondence, including incidents, accidents and safeguarding concerns.
- ◆ To risk manage and continually monitor all staff & action plan any improvements needed.
- ◆ To carry out office and staff inspections.



**EROHEALTHCARE LTD**

Supporting your care needs at home

*Erohealthcare Ltd  
88 Gravelly Lane  
Birmingham  
B23 6LR*

**E-Mail: [hr@erohealthcare.co.uk](mailto:hr@erohealthcare.co.uk)**

***Telephone: 07709762344***

- ◆ To complete audits of client and employee paperwork to ensure it is completed up to the expected standards.
- ◆ To continually monitor the office and ensure that the agency is prepared for CQC inspections.
- ◆ The Assistant Manager will be expected to be an office fire marshal and first aid appointed person.
- ◆ In the absence of the Registered Manager, it will be up to the Assistant Manager to oversee all employee annual leave.
- ◆ To manage the coordinator's outlook diaries and absences from the office and report all appointments to the Registered Manager.

### **Co-ordination**

- ◆ Manage coordination team to complete rosters and schedules to meet the needs of our clients and team members.
- ◆ Book new clients, establish times and communicate to all persons involved, including social services, clients, client families and contacts, and team members.
- ◆ Implement, manage and problem-solve new systems including Care Manager Mobile & Care Online.

### **HR & Training**

- ◆ Ensure all team members are appropriately trained and shadowing prior to the provision of services unsupervised.
- ◆ Deliver training to staff through face-to-face training sessions, via organising home learning and organising online training (e-learning).
- ◆ Coordinate training activities.
- ◆ Co-ordinate appraisal of employees at regular stages.
- ◆ Coordinate staffing activities and Coordinate scheduling activities.
- ◆ Ensure Agency policies and procedures and industry standards and regulations are followed.
- ◆ Provide leadership to employees.

### **Payroll Duties**

- ◆ Ensure the Administrative Coordinator has collated all employee timesheets and prepared.  
for payroll.
- ◆ Process confirmations, including variations, using Care Manager for all staff timesheets.



There are seven key aims or outcomes for adults who access social care services. All the services we provide, are measured against these outcomes by CQC. All staff are expected to make the same level of commitment to the outcome's agenda. They are:

- Improved health
- Improved quality of life
- Making a positive contribution
- Choice and control
- Freedom from discrimination and harassment
- Economic wellbeing

### **Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed. Always maintain confidentiality unless data should be shared under the company confidentiality and information-sharing policy.

### **Health and Safety**

As an employee of Erohealthcare, the post holder has a duty under the Health and Safety at Work Act 1974, to:

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work; and
- Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures, not intentionally or recklessly interfere with, or misuse, anything provided in the

### **Additional information**

A job description is not rigid but acts as a guide to the functions of the post holder. The list of duties and responsibilities is not exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as reasonably

required. This job description should be read in conjunction with the care worker guide. This job description is subject to relevant review and appropriate modification.

### **Flexibility & Variation Clause**

From time-to-time temporary variations may be required in order to meet the business requirements in order for an employee to meet the requirements of the role. Due to a changeable service, it is necessary to build in flexibility throughout the workforce in order to meet the needs of service users and legislation as it is introduced.

### **Management Charter**

The Customer comes first.

- ◆ Work with colleagues across the business to deliver the best possible customer service and outcomes.
- ◆ Always maintain a customer focus (internal and external).
- ◆ Understand and meet customer requirements (internal and external)
- ◆ Make decisions which focus on the impact on the customer (internal and external)
- ◆ Commit to developing positive relationships with customers.
- ◆ Measure customer lead objectives (internal or external)

Involvement and Participation

- ◆ Believe that everyone makes a difference in service delivery, and value contribution from all stakeholders and staff.
- ◆ Influence people by sharing the organisation's inspiration and vision.
- ◆ Recognise the importance of essential communication and information sharing.
- ◆ Ensure everyone I supervise fully understands the business aims and objectives.
- ◆ Show that you can trust your team to perform their roles without undermining them.
- ◆ Give recognition of success and achievement

Support the development and promote positive conflict.

- ◆ Delegate tasks or responsibilities that develop without overstretching people.



**EROHEALTHCARE LTD**

Supporting your care needs at home

*Erohealthcare Ltd  
88 Gravelly Lane  
Birmingham  
B23 6LR*

**E-Mail: [hr@erohealthcare.co.uk](mailto:hr@erohealthcare.co.uk)**

**Telephone: 07709762344**

- ◆ Correct poor performance at an individual, team or organisational level in a timely and respectful way.
- ◆ Be supportive to others when things get difficult.
- ◆ Allow for positive disagreements to emerge and be discussed openly.
- ◆ Debate hard and then adopt support and implement the decisions.
- ◆ Identify talent and allow development within the business.
- ◆ Drive for outstanding performance through coaching and mentoring

#### **Loyalty, Trust & Honesty**

- ◆ Say and do the right thing even when it's difficult.
- ◆ Always take action when making a commitment.
- ◆ Maintain open and honest relationships including when constructive criticism is necessary to meet expected standards.
- ◆ Always maintain confidentiality when discussing clients, service users, corporate issues, staff, or other colleagues
- ◆ Never generally discuss staff or service users in a negative light
- ◆ Recognise that everyone has weaknesses as well as strengths and be open with the team about yours.
- ◆ Always show loyalty to staff and service users

#### **Exceed standards and Expectations.**

- ◆ Reflect on outcomes to identify and apply learning from success and failure.
- ◆ Strive to exceed quality and standards not just meet the minimum.
- ◆ Encourage people to be open to change.
- ◆ Take the best ideas and make them work.
- ◆ Continually develop my understanding of the health and social care sector and the opportunities it presents.
- ◆ Generate ground-breaking ideas which are ahead of customer needs.

#### **Accountability, responsibility & leading by example.**

- ◆ Take responsibility for issues and find effective resolutions.
- ◆ Be clear about what is your responsibilities and deliver on them.
- ◆ Don't be afraid to tackle obstacles that limit progress or ability to deliver.
- ◆ Share credit and take ownership of mistakes in equal measure.
- ◆ Demonstrate a willingness to take and support risks.
- ◆ Put in place realistic plans to deliver on business aims and objectives.



**EROHEALTHCARE LTD**  
Supporting your care needs at home

*Erohealthcare Ltd*  
*88 Gravelly Lane*  
*Birmingham*  
*B23 6LR*

**E-Mail:** [hr@erohealthcare.co.uk](mailto:hr@erohealthcare.co.uk)  
**Telephone:** 07709762344

**I confirm I have read and understood this job description.**

**Name of post holder:**

**Signature:**

**Date:**