

ROLE	Assistant Manager – The Bradbury Centre Day Services
HOURS OF WORK	40
SALARY	£30,135
REPORTING TO	Day Services Manager

About The Stable Family Home Trust

The Stable Family Home Trust is a values-led organisation where people always come first. Our main purpose is to support adults with learning disabilities to develop the skills and confidence that enable them to live their lives as independently as possible; to participate in their local communities and be valued for the extraordinary contribution they make to our society. We run a varied and exciting day services programme from our three sites in Christchurch, Ringwood and Southbourne, and run supported living and residential living services in Southbourne and Ringwood.

OUR MISSION STATEMENT

People are the foundation of our society and we believe that everyone has a role to play in its success, and our commitment is to support people with learning disabilities to be recognised for their contribution.

OUR VISION

Our vision is a world where people with a learning disability have the same rights as everyone else, have access to the same opportunities as everyone else and receive the support they need, in the way they need it, so that they can live happy, healthy, productive lives as independently as they can.

We believe that every person who uses our services should be supported to achieve their ambitions in a way that celebrates their individuality and uniqueness. Our person-centred approach is inclusive of all and gives our service users the skills and confidence to be ambitious and participate in new opportunities that broaden and enhance their lives.

Our core values and shared objectives are rooted in our belief that every person we support is a valuable member of our society and are equal to everyone else within it.

OUR VALUES

- **Choice** – giving everyone the information they need to make good choices
- **Collaboration** – with our communities to increase participation and achievement
- **Respect** – an environment where everyone is seen, heard and valued
- **Safety** – safe services run by safe people in an environment where everyone is able to speak out without fear
- **Trust** – embracing accountability, honesty and openness at every level across the organisation

About the Role

As Assistant Manager, you will support the Day Services Manager to run a safe, effective and person-centred service. The role involves leading and line management of staff, coordinating the day-to-day running of the service, supporting activity delivery and helping people to achieve their goals and ambitions.

Key Responsibilities

Programme Delivery and Operations

1. Help plan and deliver a varied programme of activities, including opportunities to assist with the retail side of the centre, that supports client's skill development, confidence, independence and enjoyment.
2. Plan and deliver a structured learning programme that offers clients opportunities to participate in accredited training courses that support future employability options.
3. Help keep support plans up to date and make sure staff have all the information they need to support clients safely and well.
4. Coordinate the daily running of the service and make sure that all staff members understand the plan for the day.
5. Lead team briefings and handovers when needed to ensure the staff team is clear about priorities, responsibilities and risks.
6. Provide operational support, including activity cover and reception support where needed, to help maintain safe and consistent service delivery.

People Management and Development

1. Provide supervision, support, and performance management review meetings for all staff members under your line management.
2. Support recruitment activities, including interview and selection and safer recruitment practices.
3. Carry out return to work interviews with staff members who have been absent and share relevant information with the HR team.
4. Support the team to implement any changes in service delivery, policy and working practices.

Safeguarding, Health & Safety and Quality

1. Report safeguarding concerns promptly and support staff members to follow safeguarding procedures and good practice.
2. Report health and safety, environmental and maintenance concerns promptly.
3. Ensure that medication is managed and administered correctly.
4. Help monitor the quality of service delivery, making sure that the required standards are met, including CQC standards where relevant.

Stakeholder Relationships

1. Maintain good communication with families and carers and share updates as needed.
2. Work with social workers and other professionals where needed to support the changing needs of clients.

3. Build effective relationships with colleagues across the Trust and from external organisations to support effective joined up care for clients.
4. Support the Day Services Manager to respond to complaints or concerns from stakeholders.
5. Support the Day Services Manager with the promotion of the day services to new partners and potential new clients.
6. Work with the Day Services Manager to build partnerships with local businesses who can offer work experience, volunteering and paid employment opportunities to clients.

Administration and Resources

1. Help manage rotas and staffing arrangements to ensure the service is safely covered.
2. Ensure records are accurate, up to date, and managed in line with data protection requirements including the case management system, Nourish.
3. Complete all required admin tasks as requested by the Day Services Manager, and support the staff team to do the same.
4. Support the Day Services Manager with budget monitoring and expenditure across the service.

General Responsibilities

1. Follow all Trust policies and procedures, including those related to safeguarding, health and safety, confidentiality, equality, diversity and inclusion, and data protection.
2. Respect the right to privacy and the confidentiality of all people using our services, including their families and carers, as well as colleagues, volunteers and any other person involved in the work of the Trust.
3. Complete all required training and participate in all learning and development opportunities offered.
4. Promote the work and values of the Trust in a positive and professional way.
5. Support fundraising events and activities to support the development of the services the organisation delivers when required – this may include evenings and weekends.

PERSON SPECIFICATION

A - Application (used for shortlisting); I – Interview

Competencies

- **Collaboration:** Able to build positive working relationships with colleagues, families, professionals and partner teams.
- **Communication:** Able to communicate clearly with people using the service, families, colleagues and professionals.
- **IT Literacy:** Able to use email, Microsoft Office and the case management system confidently.
- **Line Management:** Able to provide fair, consistent and supportive line management.
- **Proactive:** Self-motivated, reliable and able to use initiative.
- **Adaptability:** Able to respond positively to change and support others through it.

Essential Experience

Criteria	Evidence (A/I)
Understanding of safeguarding processes and the worker's role in identifying, reporting and responding to concerns	A/I
Working with people with learning disabilities and additional needs, including mental health needs	A/I
Delivering a varied programme of activities and managing rotas and timetables	A/I
Engaging with families and carers of service users to ensure their views are heard and respected	I
Working with social care teams involved with the care and support of people with learning disabilities and other complex needs	A/I
Responding to challenging and difficult situations and emergencies in an open-plan setting	I
Supporting and supervising people under your line management through one-to-one supervision and group reflective practice	A/I
Using a Case Management System for data and outcome recording	A
Supporting recruitment activity, including participation in interviews	A/I

Essential Knowledge / Skills

Criteria	Evidence (A/I)
Knowledge of therapeutic interventions and approaches that ensure people with learning disabilities receive the most appropriate support for their specific needs	A
Ability to advocate for people facing multiple disadvantage and discrimination because of their learning disability	A/I
Understanding of safeguarding processes and the worker's role in identifying, reporting and responding to concerns	A/I
Able to support staff to develop and perform well.	A/I
Able to stay calm, make decisions and respond appropriately in emergencies.	I
Able to manage competing demands and prioritise work.	I
Understanding of CQC standards and other relevant regulatory requirements for day services.	A/I

Other Information

We are committed to promoting diversity within our staff team and particularly welcome applications from people with disabilities and from different ethnic, socio-economic and educational backgrounds.

Safer Recruitment: Safe recruitment is central to the safeguarding of our service users. As part of recruitment, we carry out a vetting and barring check for those successful at interview, but this does not necessarily exclude applicants with convictions. The DBS check for this role will be at **Enhanced with Barred** check level. Failure to declare any relevant information that is later provided by the Disclosure and Barring Service, may result in any offer of employment being withdrawn.

Use of a car, a full UK driving licence and appropriate business insurance would be an advantage.

Your main place of work will be The Bradbury Centre in Southbourne, however you may be required to work at other locations to assist with the continuous running of day services.