

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Assistant Service Manager	Grade: PO5
Section: Adult Social Care Services	Directorate: Adult Social Care and Public Health
Responsible to following manager: Service Manager	Responsible for following staff: Front line Service Practitioners (Social Workers, Occupational Therapists, Sensory Workers, Social Care Assessors and Social Care Advisors)
Post Number/s:	Last review date: May 2022

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

The Assistant Service Manager supports the Service Manager in managing and leading a service, to provide a high quality, effective and efficient social care services to adults and their carers in Richmond and Wandsworth. This role provides leadership and professional supervision to practitioners in the service to provide direction, maintain

practice standards and promote continuous professional development. They also have shared accountability for a given budget.

Specific Duties and Responsibilities

1. To ensure the service carries out its statutory functions under the Care Act 2014; including safeguarding adults at risk, prevention, information and advice, timely assessment, eligibility decision-making, care and support planning and review. To also ensure provision of specialist assessments where needed, such as Occupational Therapy, Sensory, Mental Capacity Act, Deprivation of Liberty and Human Rights Act.
2. To provide regular, formal professional supervision for practitioners within the service being mindful of both Council's Policies and Procedures, legislation, and Professional Standards.
3. To provide leadership and direction for the service on a daily basis, ensuring a positive team culture and the provision of high quality, person-centred interventions and services, based on the chosen outcomes and aspirations of the adult or carer concerned.
4. With the Service/Locality Manager to oversee the incoming work for the service, prioritising and managing risk and providing a timely response.
5. To participate in quality assurance for the Division by undertaking regular case file audits and by ensuring that the learning from audits is taken on board by the individual concerned and the service.
6. To participate in ensuring that the Council's resources are used to the best effect for adults and carers. This will include oversight of Care and Support Plans and reviews for the teams.
7. To work in partnership with other Divisions and with external partners such as Health, the voluntary sector and private providers to promote a joined-up service for adults and their carers.
8. To act as Safeguarding Adults Manager for safeguarding investigations and to chair VARMMs and network meetings.
9. To promote good communication with adults and their carers and within teams. This involves ensuring that practitioners maintain accurate and timely case records and share information appropriately. To also ensure information is passed up to the senior management team and also back from them and circulated, discussed and understood within team meetings.
10. To maintain the performance of the service, specifically in relation to the National and Local Performance targets. To contribute to the development of processes and

practice for the Division. To ensure all Member queries about service delivery are dealt with promptly and effectively.

11. To take responsibility for Council resources, working within a defined budget and agreed Schemes of Delegation.

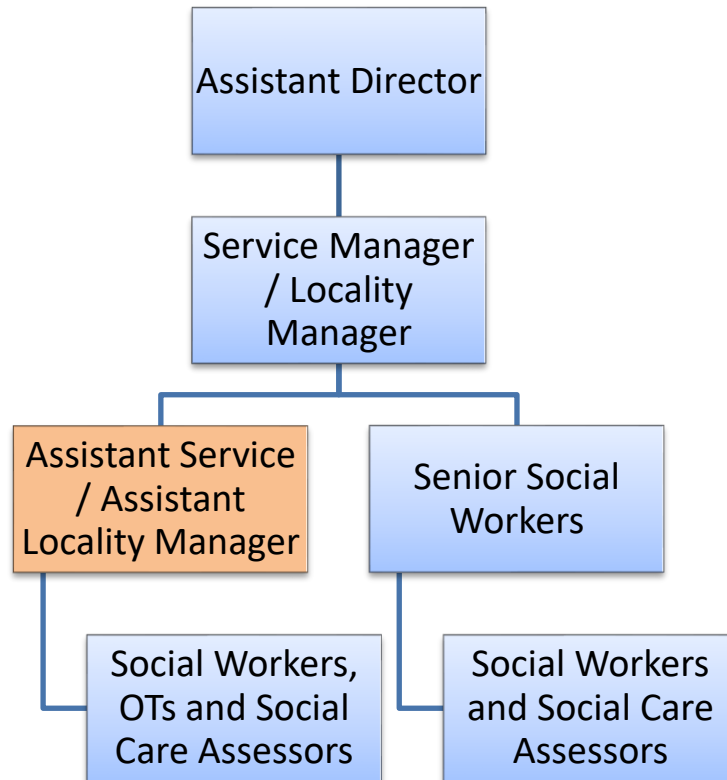
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

- The Assistant Service Manager is responsible for direct and indirect line management of staff, including Social Workers, Social Care Assessors, and students.
- The Assistant Service Manager will take on delegated management responsibilities, including deputising for the Service Manager assisting with day-to-day management of the team and its performance.

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of current developments in relevant legislation, national guidance and frameworks and how to access more detailed information when necessary.	X		I
Knowledge and understanding of the local authority's responsibility to safeguard adults at risk and the ability to act as Safeguarding Adults Manager in	X		I

accordance with the Pan- London policy and procedures.			
Understanding of the principles of budget management and best value.	X		I
Experience	Essential	Desirable	Assessed
Demonstrable post qualification experience of working in a statutory Social Care or Health setting with adults.	X		A and I
Experience of managing and motivating staff including providing professional supervision and day to day management of a service.	X		A and I
Experience of working in partnership with Health, voluntary agencies and private providers and to contribute to the development of joint initiatives.	X		A and I
Skills	Essential	Desirable	Assessed
Ability to communicate clearly, verbally and in writing, including the ability to present issues so that adults, carers, other professionals and members of the public are able to understand them.	X		I and T
Ability to use IT effectively to manage own time, workload and to set priorities, and to support managing the team's workload including the ability to interpret performance and financial data.	X		I
Ability to carry out delegated management responsibilities, including deputising for the Service/Locality Manager, prioritisation of the incoming work for a service and performance management.	X		I
Qualifications	Essential	Desirable	Assessed
A professional qualification in relevant Social Care Profession and registration with relevant professional body.	X		C

A – Application form / CV

I – Interview

T – Test

C - Certificate