

Application Pack

Assistant Manager - Respite



Welcome from Juno Hollyhock

Chief Executive Officer

Thank you so much for taking the time to consider applying for the role of Assistant Manager here at Rose Road.

This post is located in our busy overnight respite department where you would be managing a team of Support Workers and Shift Leaders as well as holding responsibility for a number of specific areas of work.

For some families, our respite staff are the only people they speak to regularly who truly understand their fears and their concerns. Your relationship with the families is just as important as the relationship with the staff and children and young people you will be working with.

We are a trusted provider with excellent ratings from our regulators and a very supportive and positive relationship with our commissioners, this means that we are often the first port of call for a family in need.

Every day will be different as you support staff to help these incredible children and young people achieve their potential. You will be supported by a highly professional and trained Head of Care and you will be encouraged to develop your own skills and consider a formal career pathway within the health and social care sector.

Working for Rose Road is incredibly rewarding. The challenges are high but knowing that you are supporting families in difficulty leads to an immense sense of achievement and satisfaction. You may go home tired at the end of a day, but you can go home knowing that you have done an amazing job.

As a team we are profoundly committed to our families, they are at the forefront of everything that we do. Staff here are passionate about their work and contribute directly and openly to the design and development of our services. Management have an 'open door' policy and our mantra is that managers serve the staff so that the staff can serve the families.

Your welfare as a manager is important to us as it directly impacts the support that you can give to your team and thence to the families that they serve. There are a range of ways in which we as an Association can help with your welfare both at work and with non-work issues if needed. We know and understand that non-work pressures can impact on our working lives. We are all human.

Please do read on to find out more about this role and decide whether or not you wish to apply. Do also have a read of our website and learn more about us, all of our services are inter-linked, and it is good to know what else we provide.

If there is anything you are not sure about please do get in touch and have a chat with the recruiting manager. Thank you for reading this far – please read on.....



What do we do at Rose Road?

The Rose Road Association is full of people working passionately to achieve our vision - a world where disability is not a barrier. We have been doing this since 1952 across Hampshire and surrounding areas, working with children and adults with complex and multiple disabilities and health needs and their families. We become a much-needed extended family for many people and we do it with fun and professionalism.

The Association provides a range of services for young disabled people aged 0 - 25, their parents, families, and carers.

- The Oaks and The Acorns is a residential respite facility registered with Ofsted and CQC, offering short-breaks and support for children and young adults in a safe and homely environment. We aim to make the service as flexible and responsive as possible linked to the needs of the young people. The length of each stay varies and can be for a day, overnight, a weekend or a week-long stay.
- Our fantastic Playschemes run throughout the year during the school holidays and Saturdays with a wide range of free flow play, structured activities, and trips. Here at the Rose Road Association, we believe every child matters and has the right to play in a safe and caring environment.
- The Outreach Service provides support and activities in the local community or in the home to children or young adults with severe learning difficulties, physical disabilities, and/or autism.
- #Destinations is a service that provides young adults that attend Rose Road all day with activities and sessions with purpose. We create a person-centred plan to help them to achieve their own personal goals and to inspire them. Each individual has 1:1 staffing to help them to work towards their targets. Being part of the outreach provision, this service is very community based. We use visits in our local community, planned activities and engaging sessions to help our young people to become more independent, and preparing them for the next steps in their lives.
- For college leavers that require a combination of education and community-based services we have The Hut @ Rose Road. This service is run in the building next door to the Bradbury Centre, and we see it as a steppingstone to #Destinations. This provision is for young adults aged 24-26. It supports young adults in a positive environment allowing

them to thrive in a safe space. The Huts @ Rose Road blends the feel of an education setting alongside giving our young adults access to the community and activities to prepare them for a more independent life and a positive future.

- The Family Services department provides a range of information, advice and support services for disabled children and young people, those with special educational needs (aged 0-25 years) and their families.

Take a Tour of Rose Road



Rose Road
Association

Making a positive difference to
the lives of young disabled people



Our Values



Working Together



Person Centred



Trust and Respect



Pride and Passion



Quality and Standards



Fun and Celebration



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/RoseRoadAssociation



@roseroad_association

Rose Road Association - Our Values

Working Together

Positive Behaviour that supports our values

- I communicate with all parties involved with the service
- I build and maintain relationships
- I actively listen
- I challenge
- I support colleagues
- I value others knowledge, experience, views & opinions
- I am flexible

Unacceptable

- I treat others as a burden
- I ignore others
- I exclude others
- I am inflexible and inconsistent
- I harass or bully others
- I let others down

Person Centred

Positive Behaviour that supports our values

- I value the person before the disability
- I acknowledge that every person is different and has different needs
- I acknowledge that not one situation is the same
- I am solution focused
- I offer choice and opportunities
- I encourage independence
- I listen, hear and understand
- I challenge perception

Unacceptable

- I fail to meet individual requirements
- I fail to put the child, young person or family first
- I am disloyal, work in competition
- I breach client confidentiality
- I breach safeguarding children/adult policies

Trust and Respect

Positive Behaviour that supports our values

- I trust my colleagues judgement
- I am open, honest and trustworthy
- I respect the individuality of all staff and families
- I value the trust the families place in us
- I share problems and solutions
- I deliver when I say I will

Unacceptable

- I bully and intimidate
- I am judgemental
- I am manipulative and undermine others
- I make promises that cannot be kept
- I am dishonest

Pride and Passion

Positive Behaviour that supports our values

- I share my enthusiasm for the Association
- I am proud to work for Rose Road
- I take pride and passion in my everyday work
- I believe what I do contributes to Rose Roads reputation

Unacceptable

- I resist change
- I avoid scrutiny of performance
- I don't turn up to sessions or cancel last minute
- I fail to improve my performance
- I fail to report any changes that could affect my ability to work
- I speak negatively of Rose Road to others

Quality and Standards

Positive Behaviour that supports our values

- I work to the best of my ability, striving to achieve high standards at all times
- I set realistic and achievable expectations
- I listen to feedback
- I am creative to improve standards and achieve goals
- I provide high quality communications and professionalism

Unacceptable

- I say one thing and do another
- I conceal mistakes
- I fail to abide by H&S rules and procedures
- I fail to devote my whole time to rose road when working
- I am negligent causing unacceptable loss damage or injury

Fun and Celebration

Positive Behaviour that supports our values

- I recognise when my colleagues go the extra mile and nominate them for a staff reward
- I treat everyday as a fun day, I have fun!
- I take time to share good news and achievements
- I am committed to celebrating the little achievements as well as the big achievements
- I enjoy my work

Unacceptable

- I put others success or achievements down
- I undermine others success or performance
- I take credit for others work
- I take part in activities which result in adverse publicity for the Association



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Job Description

Hours: 30 hours per week worked across shifts including daytime, evenings, weekends, and sleep ins.

Location: Bradbury Centre, Aldermoor, Southampton

Salary: £24,588.30 per annum pro rata.

Responsible to: Service Manager

Purpose: To work as part of the service management team supporting the manager in delivering high standards of support to service users and providing support and leadership to staff.

- To take responsibility for the management of the service and staff on shift in the absence of the manager, making day to day decisions and carrying out tasks as delegated
- Line management of a group of staff as directed by the Registered Manager
- Leading a shift as required including medication administration
- Outreach sessions as required
- Activities sessions as required
- Assisting the manager in recruiting, training, and supporting staff
- Supporting the manager in the achievement of financial objectives
- As determined by the Registered Manager and in the needs of the service, working regularly as part of the shift to provide personal support and assistance to service users
- Provide personal care and support to service users as required.
- To assist the manager in preparing rotas and work schedules to meet the needs of service users
- Participating in an on-call rota.

Main Tasks

Job breadth and communication:

- Supporting the process in relation to monthly visits and announced inspections, liaising where required with CQC, OFSTED and other key agencies
- Attendance at and organisation of service users' reviews.
- Support the Registered Manager to foster positive links with the Safeguarding Team within the local Social Services Team and to ensure that procedures are followed

- Ensuring that policies and procedures are maintained, are up to date, and have been shared with all staff
- Sharing relevant information with staff and service users that has been cascaded by the service manager and feeding upwards issues, comments and ideas.
- Co-ordination of volunteers as required.
- Keeping information about the service up to date and available for internal and external stakeholders.

Decision making

- Working to ensure that the needs of the people that we support are regularly assessed, recorded and reviewed, using a “person-centred” approach, involving all key stakeholders in the process.
- Contributing to the pre-placement assessment procedures and to providing the opportunity for individuals to trial the service
- Ensuring that service users have the opportunity to develop a range of skills which encourage independence and the achievement of personal objectives., including access to leisure, day and employment opportunities which meet their needs and wishes
- Supporting each individual in such a way that their health, welfare, spiritual, cultural and religious needs are met and that they have the opportunity to participate in and access community facilities
- Ensuring that there is an appropriate delegation of duties to support workers within the service on a day to day basis in line with agreed support and care plans and ensuring that these are being implemented to the full.
- Ensuring that the principles of Co-production are adhered to when key decisions are made
- Ensuring that all staff keep accurate and up to date records (including the administration of medication), making sure that relevant professionals and other staff are kept informed of needs, significant events and any changes.
- Making sure that people that we support are protected from harm and where necessary to take on the role of the Designated Safeguarding Lead (DSL).
- Giving people the opportunity and support, where they wish, to maintain links with family and friends.

Problem solving

- Assisting the Registered Manager in implementing an agreed system of quality assurance that measures how well the service meets its aims and objectives.
- Ensuring that service users are aware of the complaints policy and procedures and encouraged to use this;
- Completing returns and monitoring performance in this area
- Contribute to the process of carrying out regular service user surveys.
- Supporting service users to access advocacy support when required.

- Ensuring that staff are aware of the Whistle-blowing policy and procedures and encouraged to use it when appropriate.
- In line with Rose Road's policies and procedures, ensure a safe working environment; contributing to risk assessments.
- Supporting the Registered Manager in planning to ensure that staff are trained and are proactive in assessing and reporting risk.
- Ensuring that staff operate with appropriate equipment and materials to undergo their work in a safe and healthy way.

Accountability and impact

- Assisting the Registered Manager in producing and monitoring the budget on an annual basis
- Assisting the manager in ensuring that H&S requirements are met, including the completion of risk assessments and meeting training requirements.
- Contributing to the Full Cost Recovery process alongside colleagues, ensuring that there are clear assessments and support plans in place which allow accurate costs to be identified.
- Working as part of the team to ensure that occupancy and growth targets are met.
- Working with the Service Manager to ensure that staff resources are maximised, with minimum use of agency staff and overtime
- Monitoring absence levels and implementing sickness management policies
- Supporting the Registered Manager in any capability and disciplinary issues within the service
- Ensuring that staff receive appraisals (PDPs) and 1:1 supervisions within agreed time-scales
- Writing reports as required and ensuring that accurate records are kept
- Contribute to the contract monitoring returns or complete in the absence of the manager

The Rose Road Association supports vulnerable children, young people and their families and therefore requires all applicants to have had both Coronavirus vaccines unless medically exempt from the vaccination programme. You will be required to show your COVID Pass letter prior to interview, this can be obtained via the NHS App, NHS website or by calling 119 or medical exemption letter from your Doctor. Please contact us directly if you would like to discuss this further.

Person Specification – What we need from you?

This section outlines the things we need from a Support Worker. You'll see that we don't always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

The essential criteria are things that you must have in order to do the job. Desirable criteria are the things that it would be useful to have or things that you could be trained to do.

Requirement	
Essential Criteria	Desirable Criteria
The Rose Road Association supports vulnerable children, young people and their families and therefore requires all applicants to have had both Coronavirus vaccines unless medically exempt from the vaccination programme. You will be required to show your COVID Pass letter prior to interview, this can be obtained via the NHS App, NHS website or by calling 119 or medical exemption letter from your Doctor. Please contact us directly if you would like to discuss this further.	Driving Licence and access to a vehicle

Education and training	
Essential Criteria	Desirable Criteria
NVQ Level 3 in Health & Social Care or relevant qualification	

Achievements, experience, skills & abilities	
Essential Criteria	Desirable Criteria
Understand the principles and values that underpin service provision for disabled children and adults.	A good level of experience in supervision staff and dealing with staffing issues
Knowledge of disabilities	
Knowledge of Health & safety requirements	
Leadership and Management Award or prepared to work towards it.	
Good IT Skills	
Demonstrate experience of supporting people with a disability	

Be prepared to become a trainer in a core subject as directed by the Registered Manager	
Self-motivated with a passion and desire to improve services for children and young people	
Alignment with the Associations vision and Values and a Commitment to working in partnership across all services	
Flexibility to work hours in evenings and weekends	

Values and Behaviours

The 'I' statements describe the values and essential behaviours that we believe in at Rose Road and they apply to all staff, volunteers, trustees and the people who use our services

Our Values

- Working Together
- Trust and Respect
- Person Centred
- Pride and Passion
- Quality and Standards
- Fun and Celebration

Our behaviours

I will actively Listen, to whatever is communicated to me: by gesture, facial expression, body tension or posture, sign language, objects of reference, in writing or voice. I will try to the best of my ability to understand and respond in a timely and respectful way.

I will respect others, I respect and treat others, as I would wish to be respected and treated myself. I will be honest, open and trustworthy

I will involve others, I involve individuals in coming to decisions that affect them, I offer choice and opportunities and encourage independence.

I will take pride in my everyday work, I participate and contribute to the best of my ability and share my experience willingly and freely

I will work to the best of my ability, I listen to feedback and strive to achieve high standards in my practice

I will find things to celebrate, I recognise that all achievements, no matter how small they might be are cause for celebration.

Employee Benefits

The Rose Road Association is an equal opportunities employer. All staff undergo regular Supervision and an annual appraisal.

Normal Association conditions of service apply:

- 25 days leave per annum (plus bank holidays), rising to 28 days after five years continuous service.
- Contributory pension scheme
- Paid sickness (following 3 months service)
- Training and Development
- Extra Value scheme offering savings and discounts on travel, fashion, food & drink, insurance, entertainment, and technology.

We also offer access to an Employee Assistance Programme which offers all staff access to a 24-hour confidential helpline which can support you with any of life's issues or problem, including counselling, advice, legal information and much more.



How Do I Apply?

To apply, visit <https://jobs.roseroad.org.uk/>. You will be asked to register your details with Staff-finda and to upload your current CV to the recruitment portal. You will also be able to specify how you meet the person specification criteria, as outlined in the job description in this pack. The contents of this will form the basis of the shortlisting process and is your chance to let us know why you would be the person for the role.

Alternatively, please contact the Human Resources team on humanresources@roseroad.org.uk or call 023 8072 1234 and we can support you with your application.

Closing date for all applications is: 17th January 2022

We are committed to the equality of opportunity in both the provision of our services and the employment of staff to provide these services and we welcome applications from all.

This post is subject to an Enhanced Disclosure by the Disclosure & Barring Service. It is a criminal offence for people who are barred from working in regulated activity to apply for roles that require them to work unsupervised with that particular group (i.e. adults at risk, children or both).

