

LANCASHIRE COUNTY COUNCIL
Operational Context Form

Post Title: Assistant Care Manager (Residential Services)					
Directorate:	LCC Adult Services – Older People's Care Service		Location:	Various	
Establishment or Team:	Various		Post Number:		
Grade:	Grade 6	Staff Responsibility:	Yes	Essential Car User:	No

Scope of Work – Appropriate for this post:

Our Vision

'To be the best quality service, safely supporting Older People with kindness, dignity, care and compassion to live their life, their way'

The core value of LCC Adult Services - Older People's Care Service is to promote Dignity In Care, independence and respect whilst providing high quality and competitive long and/or short term residential support services for older people. The organisation aims to be the first choice provider of care services in Lancashire.

The postholder, whilst adhering to Lancashire County Council and/or Older People's care Service policies and procedures, will assist the Registered Care Manager & management/care staff team in providing a person centred, caring supportive and reabling environment for the people we supports within a residential, day time support and Interim Domiciliary Service.

We pride ourselves in providing high quality, safe, effective, compassionate, competitive and person-centred services for older people by championing the **My Home Life** philosophy. This is about celebrating good quality of life for older people by creating a positive, empowering and a relationship focussed atmosphere.

All fully trained staff help to deliver the following specialist services:

- Person centred approaches and promoting well-being of older people
- Best practice in dementia specialism
- A reabling ethos to maximise older people's independence
- Creating a community including links with the wider community and local neighbourhoods

End of life care to ensure the people we support choices, wishes and preferences are adhered to.

Accountabilities/Responsibilities – Appropriate for this post:

1. Under direction of the Registered Care Manager, assist with all aspects of care staff management, provide clear direction and appropriate allocation of work to ensure the daily duties of all care staff in the home/day centre/domiciliary service are undertaken. These duties include the provision of appropriate and person-centred care of those who are unwell or in receipt of end of life care.
2. Undertake managerial administrative tasks. These duties include accessing and updating information on computer-based management information systems, for example, producing high quality individual person centred support plans, and the use of corporate systems e.g. LAS, Oracle, etc.
3. To provide management rota cover to ensure the safe and effective management of the establishment as determined by the home's Registered Care Manager or Senior Operations Manager.
4. Follow the professional standards for staff as set out in Lancashire County Council's Code of Conduct and all relevant professional body codes of conduct and Care Quality Commission (CQC) Essential Standards of Quality & Safety.
5. Ensure that all relevant Health & Safety policies/procedures are adhered to and, in the absence of the Registered Care Manager, ensuring that the safety of the premises and all those who use it, are maintained at all times. Assist with the maintaining of up-to-date and accurate relevant paper based and/or electronic H&S documents/records.
6. Order, administer, monitor and audit medication to be administered to the people we support. Ensure that medication is administered in accordance with medical practitioner's instructions and in line with LCC Adult Services - Older People's Care Service medication handling & administration policies/procedures. Accurately maintain up-to-date records relating to medication administration, (or non-administration), for people in the service.
7. In conjunction with the people, we support/families/partners/professionals and colleagues, carry out assessments & reviews in relation to individuals and their care needs. Compile accurate paper based and/or electronic person centred support plans. Maintain up-to-date and accurate daily diary notes in relation to individuals and their care needs.
8. Ensure that all directions given by doctors or other qualified persons as to the treatment and care of the people we support are carried out.

9. Along with, and in the absence of the Registered Care Manager, ensure that appropriate resources (i.e. care staff and/or equipment), are deployed in a timely manner to ensure the safe and effective implementation of support plans and to meet the changing need of the people we support. Ensure that support plans are communicated to staff/others as required and ensure that support plan instructions are implemented.
10. Under the direction of the home's Registered Care Manager, undertake regular individual one to one supervision/appraisal meetings with staff, carry out group consultation, team meetings with staff and the people we support.
11. When required, provide high quality, detailed and accurate reports.

Additional Supporting Information – Specific to this post:

1. The post holder must actively participate in supervision/appraisal and be committed to the continuous personal professional development of themselves and others.
2. The post holder must attend relevant approved training courses identified through these processes or as determined by the Registered Care Manager/Senior Operations Manager.
3. The post holder must actively participate in team development including attending and/or leading Team Meetings as determined by the Registered Care Manager/Senior Operations Manager.

Prepared By:	Chris Bagshaw	Date:	July 2024
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The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal Opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and Safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and/or numeracy if they do not have one already.

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Person Specification			
Post Title:	Assistant Care Manager (Residential Services)	Grade:	Grade 6
Directorate:	LCC Adult Services – Older People's Care Service	Post Number:	
Establishment / Team:	Various		

Requirements	Essential (E) or Desirable (D)	To be identified by: Application Form (AF), Interview (I), Test (T), or other (Give Details)
<p>Qualifications Level 2 Qualification, or equivalent Level 3 Qualification or equivalent, or commitment to achieving the qualification within 12 months of appointment</p>	E E	AF, I, Certificate AF, I, Certificate
<p>Experience Experience of working in a personal care setting, (two years minimum) Experience of supporting older people with diverse needs Experience of supervising staff Experience of assessing individual's needs within a care setting</p>	E D D D	AF, I AF, I AF, I AF, I
<p>Knowledge and Skills Ability to provide high quality physical, emotional, recreational and reabling care/support to service users of the establishment, including administration and distribution of medication, meeting health care needs and providing high quality end of life care. Ability to manage and motivate the care staff team and to ensure that adequate care staffing levels are maintained at all times. Ability to effectively communicate with residents, relatives, staff and other professionals at all levels, including the ability to demonstrate good customer care practice. Ability to maintain appropriate accurate manual and electronic records including detailed personalised care plan. Knowledge of the needs of older people and support services utilised e.g. Social Workers, Health Services, other statutory & voluntary services. Demonstrate an understanding of, and commitment to, health and safety legislation implementation and managerial responsibilities within a residential care setting. Ability to instruct and check the effectiveness of care staff and to ensure adequate care staffing levels are maintained.</p>	E E E D D E D	AF, I AF, I AF, I AF, I AF, I AF, I AF, I

Other (Including Special Requirements)		
1. Commitment to equality & diversity	E	I
2. Commitment to health & safety	E	I
3. Ability to work Senior Care/Care Assistant on a rota system which is flexible, subject to change and may include weekend and bank holiday working.	E	I
4. Commitment to attend appropriate training courses, as determined by your line manager, and apply the learning back in the workplace.	E	I
5. Commitment to the corporate Employee/Management Competencies.	E	I
Date: July 2024	NOTE: We will always consider your references before confirming a job offer in writing.	

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PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head of Service/ Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

CONFIDENTIAL

Team/Establishment	As advertised
Post title	Assistant Care Manager (Residential Establishments)
Description of main activities the employee will be required to undertake (or attach role profile)	
Form completed by: (print name) Chris Bagshaw	

A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO). Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.

		YES	NO
1	Work at heights (<i>e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc</i>).	<input type="checkbox"/>	X
2	Work in excessively noisy environments above statutory control limits (<i>Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc</i>).	<input type="checkbox"/>	X
3	Work in unusual environmental conditions (<i>e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required</i>).	<input type="checkbox"/>	X
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (<i>e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc</i>).	<input type="checkbox"/>	X
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.	<input type="checkbox"/>	X
6	Some contact with hazardous substances (<i>e.g. chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves</i>).	<input type="checkbox"/>	X
7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.	<input type="checkbox"/>	X

8	Work with lead or lead-based products (e.g. some paints).		X
9	Food handling/preparation (of raw or uncooked food only).	X	
10	Occupational fieldwork or work in extreme conditions (e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work).		X

B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO) This section is for the information of applicants and does not facilitate a referral to Occupational Health.

		YES	NO
11	Face to face contact with the people we support (e.g. at sensitive front line posts re abuse, aggression, assault).	X	
12	Working in isolation/lone working.		X
13	Work with electrical wiring (e.g. colour blindness).		X
14	Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers).	X	
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (e.g. risk of weils disease, other animal borne diseases, zoonoses).		X
16	Manual handling (other than routine office/administrative lifting and carrying e.g. assisting / supporting people with mobility issues, portering type activities).	X	
17	Working with vulnerable people (e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers).	X	
18	Work involving repetitive movements or forced posture (e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling).		X
19	Work as a regular display screen user (where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period).		X

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

Head of Service/Headteacher/Line Manager <i>(please print)</i>		Chris Bagshaw	
Telephone Number:	01772 535899	Date:	July 2024