

Role Profile – The What, The Where, The How

POSITION	Assistant Manager		
TEAM	Extra Care	LOCATION	Miners Court
VERSION	7	LAST UPDATED	March 2026

THE PURPOSE OF THIS ROLE IS TO

Front-line manage the Extra Care team at Miners Court.

To be accountable and responsible in the management of the care and support service, ensuring it meets the individual, person-centred, needs of all customers and contributes to the achievement/maintenance of compliance with CQC Key Lines of Enquiry and fundamental standards.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. The delivery of the 24-hour Care and Support contract, ensuring compliance with the Care Quality Commission's Key Lines of Enquiry and fundamental standards, promoting independence; and managing and responding to emergency calls.
2. Deputising for the registered and deputy manager in their absence, ensuring all regulated activity is compliant with the Care Quality Commission's fundamental standards of quality and safety.
3. Carrying out care tasks as specified in the extra care support worker role profile as necessary.
4. Undertake all line management duties, including managing absence through monitoring and support, handling recruitment through to onboarding. Managing a team, completing monthly supervisions, conducting regular spot checks, and maintaining continuous conversations to support staff performance, wellbeing, and professional development.
5. Delivering a flexible, customer-focused service, liaising with key stakeholders, including families, and overseeing related administration.
6. Carrying out appropriate assessments of needs and referrals for potential residents in liaison with Cornwall Council.
7. Ensuring the translation, implementation and compliance of all organisational policies and procedures and relevant legislation by the care and support team, supported through monthly supervisions and one to ones.
8. Working with the team to undertake relevant training and development activities to support ongoing personal development and sector legislative changes.
9. Supporting the delivery of services that safeguard vulnerable adults and children from abuse as a preventative strategy, whilst reporting any concerns for wellbeing according to safeguarding policies and procedures.

10. In association with the deputy manager, undertaking rota management, and regularly carrying out resident's spot checks and quality assurance processes for all service users; and chair and participate/lead in monthly team meetings.
11. Oversees residents digital care planning, care plan reviews and monthly audits, acts as their first point of contact, builds strong relationships, ensures high-quality, person-centered care, and provides reports and guidance to support continuous improvement and regulatory compliance.
12. Maintaining records of daily occurrences relative to the wellbeing of the service user and matters relating to the scheme, in compliance with staff handbook.
13. Collating, monitoring and delivering to key performance Indicators as specified within the contract.
14. Taking responsibility under health and safety legislation, including the development of risk assessments, making sensible judgments in relation to customers, team members, the environment, security, etc, mitigating identified risks to an acceptable level under the support of the registered manager.
15. Working flexibly responding to the needs of the service; this includes being included on a shift pattern, working evenings and weekends to offer consistent management support across the service.
16. Actively participate in the on-call manager rota, providing support, guidance, and decision-making during assigned periods (one week in every four), ensuring smooth operations and prompt response to urgent issues or escalations.
17. Promote and encourage social activities within the scheme, and assist in supporting the lead in organising these events.
18. Ensure safe handling and administration of medication in accordance with organizational medication policies, from accurate recording and storage to timely administration and proper documentation. Maintain adherence to safety standards and protocols at every stage of the medication process.
19. Responsible for conducting monthly medication audits in accordance with policies and procedures, ensuring compliance, identifying risks, documenting findings, and supporting quality improvement and safe medication practices.
20. Experienced in using electronic care planning systems and EMAR, with strong IT skills and a proven ability to maintain accurate digital records, support safe medication administration, and ensure efficient, compliant care delivery.

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
 - Put our customers first
 - Be open, honest and accountable
 - Value each other
 - Strive to be the best

- To hold, or be working towards, a diploma in Health and Social Care
- To hold or be working towards a management or equivalent qualification
- Be prepared to undertake a Level 5 Diploma in Leadership for Health and Social Care
- Has a full driving licence and a satisfactory enhanced DBS check.

Some experience in the following would be an advantage:

- Experience of supervising and managing a team
- Experience of working within the Care and Support Sector
- Experience of managing and taking action in response to potential safeguarding alerts under the safeguarding adults policy and procedure
- To have had experience in the completion of needs assessments, care and support plans and risk assessments
- Proficient IT skills, e.g. Office, Excel

General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

- Reports to the registered manager.
- Responsible for a team of extra care and support assistants.

CONTACTS

Internal

- All Coastline staff
- Executive Team
- Middle Management Group
- Operational staff

External:

- Customers
- Funding bodies
- Commissioners
- Referring and partnership agencies
- CQC

