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 Manager 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 and Adult Social Care.

7. Ensuring the implementation and compliance of organisational policies, procedures and relevant legislation by the Care and Support Team, supported through monthly supervisions and one-to-ones. This includes safeguarding, the Mental Capacity Act 2005, Deprivation of Liberty Safeguards (DoLS), Duty of Candour, infection prevention and control, equality, diversity and inclusion, human rights, and data protection requirements.

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, quality assurance audits, medication spot checks, customer audits and performance monitoring activities for all service users, using findings to support continuous improvement. Chairing, participating in and leading monthly team meetings as required.

11. Overseeing residents' digital care planning, care plan reviews, risk assessments and monthly audits, acting as their first point of contact, building strong relationships, ensuring high-quality person-centred care, maintaining accurate record keeping, supporting effective information governance and regulatory compliance, and providing reports and guidance to drive continuous improvement.

12. Maintaining records of daily occurrences relative to the wellbeing of service users and matters relating to the scheme, in compliance with the Staff Handbook and organisational requirements.

13. Collating, monitoring and reporting on 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 and security, mitigating identified risks to an acceptable level under the support of the Registered Manager. This includes infection prevention and control measures, incident management, emergency preparedness and business continuity arrangements.

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 participating in the on-call manager rota, providing support, guidance and decision-making during assigned periods, ensuring smooth operations and prompt responses to urgent issues or escalations.

17. Promoting and encouraging social activities within the scheme and assisting in supporting the lead in organising these events.

18. Ensuring safe handling and administration of medication in accordance with organisational medication policies, including safe storage, administration, competency assessment, record keeping and compliance with organisational and regulatory requirements. Maintaining adherence to safety standards and protocols at every stage of the medication process.

19. Being 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. Using electronic care planning systems and EMAR effectively, maintaining accurate digital records, supporting safe medication administration, ensuring efficient and compliant care delivery, and promoting the effective use of technology within the service.

21. Supporting the investigation and management of complaints, concerns, incidents, accidents, safeguarding alerts and compliments, ensuring learning is embedded, actions are completed and service improvements are implemented.

22. Supporting customers through hospital admissions and discharges, liaising with healthcare professionals and families to ensure safe transitions, continuity of care and updated support arrangements.

Coastline housing

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

disability confident LEADER

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