

Job Description & Person Specification

Community Services Assistant Manager



Rose Road is a Southampton-based charity that since 1952 has been supporting children and young people with complex disabilities and care needs, and their families, from across Hampshire and surrounding areas. We provide overnight short respite breaks, on-site and community-based day services, flexible outreach support and at-home care, and SEN advice services.

To apply, go to www.roseroad.org.uk/jobs or scan the QR code to be taken directly to the online application form.



Role:	Community Services Assistant Manager
Responsible to:	Service Manager
Hours:	Full time 37 hours per week including evenings and weekends where required
Location:	Based at Rose Road
Salary:	£30,415.98
Closing date:	3 rd November 2025

Job Description	
Summary:	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.
Role specific tasks and responsibilities	Main Responsibilities: • 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 Services Manager. • Leading a shift as required including medication administration. • Outreach & 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/Services 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 and adhering to the Association's Infection control policy. • To assist the manager in preparing rotas and work schedules to meet the needs of service users. • Participating in an on-call rota/potential sleep ins.

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- Hours to be worked across 5 days per week within the Bradbury Centre.

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/Service Lead 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).

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	• 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/Services 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/Services 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 supervision within agreed timescales. • 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.
DBS check needed?	This role is subject to an Enhanced Disclosure by the Disclosure & Barring Service

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Required qualifications	NVQ Level 3 in health & Social Care or relevant qualification.
Benefits	The Rose Road Association is an equal opportunities employer. All staff undergo regular Supervisions, wellbeing check ins and an annual appraisal. All staff also receive the following: • 25 days annual leave per annum, rising to 28 days after five years' continuous service • Contributory pension scheme • Paid sickness (following 3 months' service) • Comprehensive Training and Development with opportunities to progress • Employee Assistance Programme

Person Specification – what we need from you	
Essential	Desirable
Education and Training	
• NVQ Level 3 in Health & Social Care or relevant qualification • Driving Licence and access to a vehicle	
Achievements, Experience, Skills & Abilities	
• Understand the principles and values that underpin service provision for disabled children and adults • 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	• A good level of experience in supervision staff and dealing with staffing issues

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Our Values & Expected Behaviours



Our focus is always on the children and young people we support, as well as their families, our employees and volunteers. Our Values are essential in providing a moral compass that guides actions and decisions, creating a shared culture, establishing trust, driving strategic direction, and infusing the organisation with meaning and purpose.

We are Trustworthy - We build trust with the children, young people, and families we support – as well as our partners - by being dependable, reliable, and accountable in all that we do.

We are Kind - We understand and value the unique needs of the people that we support. Providing care and support with compassion and empathy.

We are Open & Honest - We foster an honest and open-minded culture and are transparent in both our decision making and communication.

We are Forward Thinking - We are committed to providing the highest quality of care, constantly seeking new, collaborative, and creative ways to deliver our services– encouraging everyone to be ambitious and to achieve their goals.

We are Professional - Flexible and agile in our approach, we uphold the highest professional standards to meet the needs of our children, young people, and their families.

Working within our organisation's Values Framework – Expected Behaviour Level

Our five values have clear descriptions and identified behaviours that demonstrate what they look like in practice. The behaviours are split into three levels which are intended to be relevant and consistent throughout various roles within Rose Road.

Job Descriptions include the different levels of each behaviour required which should be demonstrated throughout recruitment processes and ongoing employment.

Full details can be found at www.roseroad.org.uk/valuesframework (opens a PDF)

We are Trustworthy	Behaviour Level 2
We are Kind	Behaviour Level 2
We are Open and Honest	Behaviour Level 2
We are Forward Thinking	Behaviour Level 2
We are Professional	Behaviour Level 2