

Job Description & Person Specification



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:	Respite Assistant Manager
Responsible to:	Service Manager
Hours:	Full time 37 hours per week Including Sleep Ins
Location:	Bradbury Centre
Salary:	£30,415.98 - £32,646.89 + Sleep ins paid at £65
Closing date:	17 th August 2025

Job Description	
Summary:	We are looking for an enthusiastic person to join our dynamic respite management team. The role involves working as part of the service management team to deliver high standards of care and support to service users and leadership to staff on shift. A large part of the shift manager role is to deliver a high volume of medication to service users, leading shifts daily, supporting and mentoring staff, carrying out auditing procedures and supporting the registered manager in additional tasks. You will directly line manage a group of support staff and provide supervisions, appraisals and probation meetings. We are looking for a candidate who is, competent in making decisions and problem solving.
Role specific tasks and responsibilities	Roles & Responsibilities: Making day to day decisions and carrying out tasks as required. Line management of a group of staff as directed by the Registered Manager. Key work a group of service users as directed by the Registered Manager. Assisting the Registered Manager in recruiting, training, inducting, supporting and mentoring staff. Supporting the Registered Manager in the achievement of financial objectives.

To work as part of the service management team in delivering high standards of care and support to service users and providing support and leadership to staff on shift.

To take responsibility for the management of the service and staff on shift. By leading and managing shifts daily.

Delivering high volumes of medication to service users, including the management of medication rooms, following auditing procedures and keeping accurate records.

To work daily as part of the shift to provide personal support and assistance to service users.

To assist the registered manager in monitoring work schedules daily to meet the needs of the service.

Where necessary to take on the role of liaising with transport services and schools maintaining and ordering equipment and anything else deemed appropriate by the Registered Manager.

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.

Attend service user 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.

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 new referral 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.

Lead and support the team to support each individual in such a way that their health, welfare, spiritual, cultural and religious needs are met

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	<p>and that they have the opportunity to participate in and access community facilities.</p> <p>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.</p> <p>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).</p> <p>Giving service users the opportunity and support, where they wish, to maintain links with family and friends.</p> <p>Problem Solving:</p> <p>Assisting the Registered Manager in implementing an agreed system of quality assurance that measures how well the service meets its aims and objectives.</p> <p>Ensuring that service users are aware of the complaints policy and procedures and encouraged to use this.</p> <p>Contribute to the process of carrying out regular service user surveys and monitoring the performance of staff.</p> <p>Supporting service users to access advocacy support when required.</p> <p>Ensuring that staff are aware of the policies and procedures and encouraged to adhere to these at all times.</p> <p>In line with Rose Road's policies and procedures, ensure a safe working environment by contributing to risk assessments, ensuring staff are trained and proactive in assessing and reporting risk.</p> <p>Ensuring that staff operate with appropriate equipment and materials to undergo their work in a safe and healthy way.</p> <p>Accountability and Impact:</p> <p>Working as part of the team to ensure that occupancy and growth targets are met.</p> <p>Working with the Registered Manager to ensure that staff resources are maximised, with minimum use of agency staff and overtime.</p> <p>Monitoring absence levels and implementing sickness management policies.</p> <p>To manage any capability and disciplinary issues within the service.</p> <p>Ensuring that staff receive appraisals (PDPs) and 1:1 supervisions within agreed timescales.</p> <p>Writing reports as required and ensuring that accurate records are kept.</p>
DBS check needed?	This role is subject to an Enhanced Disclosure by the Disclosure & Barring Service
Required qualifications	NVQ Level 3 in Health & Social Care or relevant qualification
Benefits	The Rose Road Association is an equal opportunities employer.

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	<p>All staff undergo regular Supervisions, wellbeing check ins and an annual appraisal.</p> <p>All staff also receive the following:</p> <ul style="list-style-type: none"> • 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
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Person Specification – what we need from you	
Essential	Desirable
Education and Training	
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Driving Licence and access to a vehicle
Achievements, Experience, Skills & Abilities	
<ul style="list-style-type: none"> • Knowledge and experience of disabilities and complex health care needs. • Be prepared to become a trainer in a core subject as directed by the Registered Manager • Good Time Management and organizational skills • Good IT Skills • Experience in leading and managing a team. • Management of administering medication, following auditing procedures and keeping accurate records. 	<ul style="list-style-type: none"> • Ability to work alone and within a team • A good level of experience in supervision of staff.

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