

JOB DESCRIPTION

Job Title:	Assistant Community Services Manager Adult Social Care Hub Team		
Directorate:	People	Salary:	£56,748 - £59,999 plus £729 London Weighting
Section:	Adult Social Care Hub	Grade:	BG – D SCP 45 - 48
Location:	Time Square	Work Style:	Flexible

Key Objectives of the role

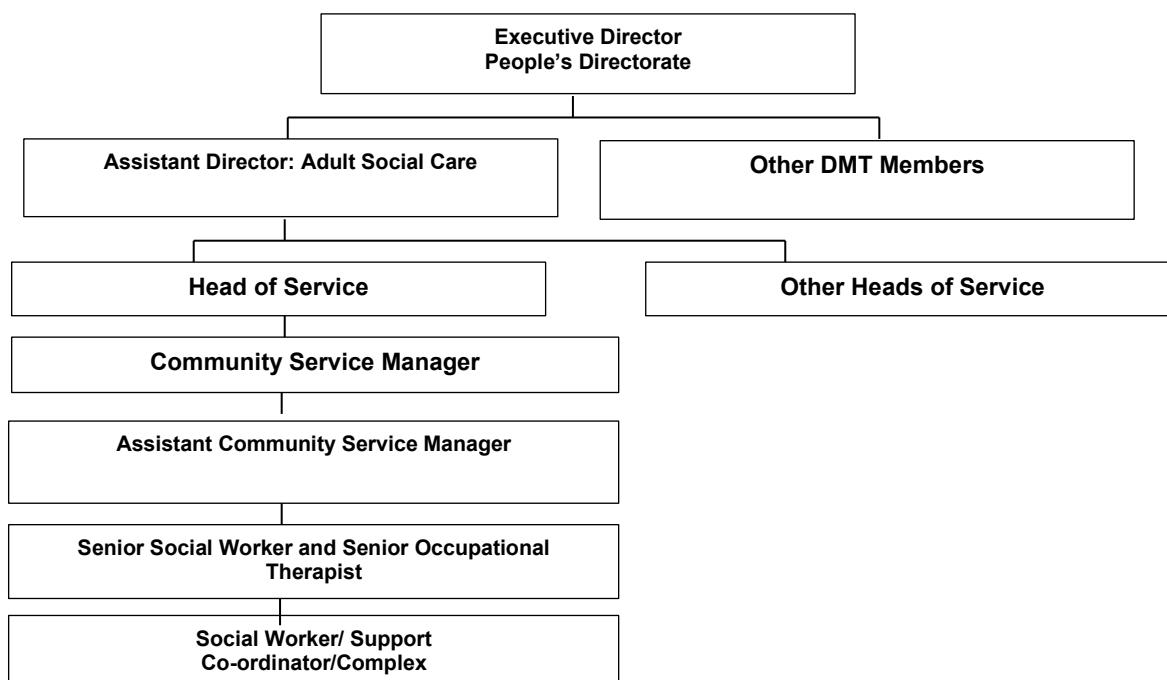
Lead and support the Hub team to deliver statutory duties under the Care Act, Mental Capacity Act, and safeguarding frameworks.

Manage workflow and performance, including oversight of waiting lists and timely responses to referrals.

Provide guidance on complex cases and ensure safe, person-centred practice across assessments and safeguarding enquiries.

Drive service improvement and collaboration with internal teams and external partners to enhance outcomes for residents.

Designation of post and position within departmental structure



Daily and monthly responsibilities

Daily Responsibilities

1. Lead and support the Hub team, ensuring statutory duties under the Care Act, Mental Capacity Act, and safeguarding frameworks are met.
2. Monitor workflow and manage referrals, including oversight of waiting lists to maintain timely responses.
3. Provide guidance and decision-making on complex cases, safeguarding enquiries, and assessments to maintain safe, person-centred practice.
4. Oversee staffing levels and allocate resources effectively to ensure service continuity and manage risk.

Monthly Responsibilities

1. Review team performance and compliance, identifying risks and implementing corrective actions where needed.
2. Conduct supervision and performance reviews, supporting staff development and addressing capability issues promptly.
3. Take a lead on maintaining and improving service quality, including a systematic approach to regular audits of practitioners' work.
4. Drive service improvement initiatives, collaborating with internal teams and external partners to enhance outcomes for residents.

Scope of role

The Assistant Community Services Manager plays a critical role in ensuring the effective operation of the Adult Social Care Hub, which is the first point of contact for adults accessing support in Bracknell. This position has significant responsibility for:

Budget and Resource Control:

To ensure that arrangements for support are personalised and cost-effective before they are submitted for approval.

To ensure that staff understand their responsibilities in relation to financial management and adhere to the Council's Scheme of Delegation.

Impact on the Community:

Enabling timely, person-centred interventions to prevent, reduce, and delay care needs, safeguarding health and wellbeing.

Maintaining compliance with statutory frameworks to uphold public trust and confidence in Adult Social Care services.

Strategic Responsibilities:

Deliver continuous improvement of services by working with the team and in partnership with other health and social care providers.

Take on management responsibility for the service or projects as delegated by the Community Service Manager.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	<p>Relevant Social Care or Healthcare qualification</p> <p>Safeguarding Level 3 training</p> <p>Registered with Social Work England or HCPC</p> <p>Demonstrated commitment to maintaining and updating professional knowledge.</p>	
Competence Summary (Knowledge, abilities, skills, experience)	<p>Significant experience in Health and Social care with proven experience of supervising staff or managing services within adult social care.</p> <p>Strong understanding of the Care Act 2014, Mental Capacity Act, safeguarding procedures, and local authority responsibilities.</p> <p>Ability to lead, motivate, and support a team, including performance management and staff development.</p> <p>Excellent verbal and written communication skills for engaging with service users, families, and professionals.</p> <p>Demonstrated commitment to promoting inclusive practices</p> <p>Experience in managing workloads, prioritising cases, and ensuring compliance with statutory requirements.</p> <p>Competence in using case management systems and analysing data for service improvement.</p> <p>Ability to manage budgets and allocate resources effectively.</p>	<p>Previous management experience</p> <p>Leadership and motivational skills</p> <p>Understanding of a responsibility of wide range of disciplines</p> <p>Management qualification or training</p>

	<p>Ability to monitor service performance and implement improvements.</p> <p>Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.</p>
Work-related Personal Requirements	<p>Able to adapt to changing priorities, service demands, and work patterns.</p> <p>Takes appropriate levels of responsibility for decisions, actions, and outcomes within the scope of the role.</p> <p>Demonstrates commitment to empowering individuals and promoting independence, dignity, and respect.</p> <p>Promotes inclusive practices and challenges discrimination.</p> <p>The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.</p>
Other Work Requirements	<p>A satisfactory enhanced Disclosure and Barring Service check.</p> <p>The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time.</p> <p>This post is exempt from the Rehabilitation of Offenders Act 1974</p>
Role models and demonstrates the Council's values and behaviours	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>



All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

