

## JOB DESCRIPTION

<b>Job title</b>	<b>Day Care Supervisor</b>
<b>Report to</b>	<b>Services Manager</b>
<b>Hours of work</b>	<b>37.5 hours per week</b> Occasional evenings and weekend working outside of the above hours in response to the requirements of the service
<b>Salary</b>	<b>£26,325</b>
<b>Location</b>	<b>Age Concern Birmingham, 76-78 Boldmere Road, Sutton Coldfield B73 5TJ</b>
<b>Contract type</b>	<b>Permanent</b>

### Job Purpose

We are seeking an experienced and compassionate Deputy Manager to assist in the daily operation and management of our Day Care Services in Birmingham. The successful candidate will play a key role in ensuring the delivery of high quality, person-centred care and support to service users, in line with regulatory standards and organisational values.

### Essential Duties/Responsibilities:

- Support the Manager in overseeing the daily operations of the day care centre, ensuring a safe, stimulating, and nurturing environment.
- Lead and motivate a team of support staff and volunteers, promoting best practices in delivery.
- Participate in staff recruitment, training, supervision, and performance reviews.
- Work collaboratively with families, carers, social workers, and other external professionals.
- Ensure compliance with quality standards, safeguarding protocols, health & safety, and data protection legislation.
- Assist with the development and implementation of individual support plans, promoting independence, dignity, and respect.
- Manage rotas, staffing levels, and cover during absences.
- Dealing with referrals and carrying out initial assessments and reviews.
- Maintain accurate records, reports, and documentation as required.
- Deputise for the Manager in their absence
  
- Comply with Health and Safety within all places of work and to act in accordance with the Age Concern Birmingham Health and Safety Policy and Procedures.
- Work at all times within the Values and Mission Statement of Age Concern Birmingham, together with all other agreed policies and procedures of the organisation, and to ensure that this applies to all other staff.
- Undertake additional duties across Age Concern Birmingham where requested.

**Skills & Qualifications:**

- Effective leadership of a team promoting excellent customer service
- Excellent IT skills, including, databases
- An organised, methodical and approach to workload

**Special Conditions:**

- An enhanced DBS check will be undertaken for this role
- This is a description of the job as it is at present
- It does not form part of the contract of employment
- Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder

Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding:  
 Promoting good practice and prevention of harm and abuse  
 To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported

**PERSON SPECIFICATION**

	ESSENTIAL	DESIRABLE
<b>Knowledge, Skills and Abilities:</b> <ol style="list-style-type: none"> <li>1. <i>Good listening and communication skills</i></li> <li>2. <i>Excellent IT skills, including word processing, databases and internet</i></li> <li>3. <i>An organised, methodical and analytic approach to workload</i></li> <li>4. <i>A good understanding and knowledge of diversity &amp; equality issues</i></li> <li>5. <i>Ability to deliver activity sessions</i></li> </ol>	* * * * *	
<b>Experience:</b> <ol style="list-style-type: none"> <li>6. <i>supervisory experience</i></li> <li>7. <i>Understanding of confidentiality</i></li> </ol>	* *	
<b>Education and Qualifications:</b> <ol style="list-style-type: none"> <li>8. <i>Good overall standard of education</i></li> <li>9. <i>Evidence of job related learning &amp; development</i></li> </ol>	* *	

<b>Personal Characteristics:</b> 10. <i>A willingness to work alongside other colleagues and agencies in a mutually supportive way, to improve services</i> 11. <i>An overall ability to respond to the specified requirements of the individual with empathy and understanding</i> 12. <i>Empathetic and non-judgemental approach</i>	*  *  *	