

Job role information for workers in adult day care services

This information is designed to support applicants to the SSSC Register who are working in adult day care services. The practices described below will vary depending on the individual applicant's job role, as determined by their employer. The information provided is intended to be used as a guide to assist employers when deciding which function category applies to any particular employee.

Managers of adult day care services

Managers of adult day care services are workers who hold responsibilities for the overall management, development and quality assurance of care and support provided in an Adult Day Care service. This includes the supervision of staff and the management of resources.

There are two parts to manager qualification requirements. Managers must have a practice and a management qualification.

The benchmark practice qualification for a manager of adult day care services is SVQ Social Services and Healthcare at SCQF level 9.

This qualification contains National Occupational Standards (NOS) which identify the skills, knowledge and values reflected in the job role. Any individual manager will, in their job role, evidence some although not all, of these standards.

The benchmark management qualification is any award in management that is certificated at or above SCQF level 9* (min 60 credits) and mapped against the NOS for Leadership and Management for Care Services at SCQF level 10.

*Please note that on 1 January 2020, the minimum SCQF level increased from 8 to 9. We continue to accept qualifications that met the old requirement as long as individuals achieved them before 31 December 2019.

The following general guidance is based on the particular skill sets that have been identified for specific practice areas. It is possible that the job of any individual manager may involve tasks that cross the range of skill sets identified within the NOS for SVQ Social Services and Healthcare SCQF Level 9.

A manager of adult day care service is likely to:

- be registered with the Care Inspectorate as manager of the service
- be responsible for meeting regulatory requirements, including planning for inspections, evidence gathering, identification of gaps and taking action to meet requirements

- be responsible for leading the planning process for care or support plans
- lead and maintain effective communication systems and practice
- be responsible for the continuing professional development of themselves and others through staff development and performance development review systems
- establish their own understanding and that of others about safeguarding and what action to take in cases of actual or potential harm or abuse
- have overall responsibility for health and safety in the adult day care service
- be the first point of contact for complaint handling
- hold overall responsibility for budgets and oversee management and deployment of staff and resources for the service
- have overall responsibility for completing quality assurance processes for the service, for example, Care Inspectorate Annual Returns
- manage multi-agency working arrangements.

A manager may also:

- have overall responsibility for managing and developing workers within the service, for example, through providing or managing the provision of supervision, performance reviews
- lead and manage provision of the service, for example, implement systems, procedures and practice to support people who use the service, implement and review systems, procedures and practice to support this provision
- lead practice to reduce and prevent the risk of danger, harm and abuse, for example, lead shared evaluation of plans, systems and practices to help individuals manage, reduce and prevent the risk of danger, harm and abuse within the service
- develop joint working agreements and practices to deliver health and social care services
- lead and manage provision of care services that promotes the wellbeing of people
- monitor and manage the quality of the provision of the service
- contribute to the development of organisational policy and practice
- comply with legal, regulatory, ethical and social requirements
- lead practice that promotes the rights, responsibilities, equality and diversity of individuals.

Additional information

If you need further guidance about registration, please contact the registration helpline 0345 60 30 891.