

ASSISTANT UNIT MANAGER ASSESSMENT CENTRE

PLANNING YOUR DAY

30 minutes

TIMED EXERCISE

It is now 8.30am Wednesday. The Unit Manager is away on holiday, you are therefore taking on the role of Unit Manager. You are due on duty at 9.00pm. On Thursday at 9.30am you have a Review with the Scottish Executive of Gayle, serving two years detention under Section 208 of the Criminal Procedures [Scotland] Act. Mrs McGuire, mother of Emma, a girl in your unit, is visiting to-night at 8.00pm and wants to see someone about a complaint. The Review tomorrow will be followed by a Health & Safety Committee meeting.

You have 30 minutes to plan your day and to complete the exercise.

Please consider each item and then:

1. Prioritise them in order of importance and enter into boxes at 8.30am in the log book
2. Using the logbook, describe
 1. the action you propose to take to address each issue,
 2. when it will be addressed and by whom, including plans for any possible consequences
 3. the length of time you will allocate in order to address each task

Use the attached log book to record your answer.

ASSISTANT UNIT MANAGER ASSESSMENT CENTRE

PLANNING YOUR DAY

Task No	Task
1.	A note from an HNC student on placement asking for information about aspects of care and education within secure accommodation.
2.	At the changeover you are informed that Janice is unsettled prior to her court appearance tomorrow and Mary, his Key-worker, has been involved in a road accident, thereby leaving only two staff in the Unit.
3.	The draft minutes of the Senior Management Team Meeting have arrived for your consideration. Next meeting Monday 2:00pm.
4.	The Health & Safety Committee is due to meet at 10.30am tomorrow. You have a report from your Unit Health & Safety representative stating there are problems with your unit staffs' morale due to concerns about staff safety.
5.	Mrs McGuire's possible complaint!
6.	At the changeover, a not very clear written complaint about bullying has been left with the night shift in House Unit 3 by Tracy. Tracy claims she is being bullied in school by girls from your House Unit, and the message ends she will only speak to you about this.
7.	A note from the Operations Manager that the car in which your staff had planned to take Kylie into town this evening for "late night shopping" is off the road.
8.	A fax from Dundee Social Work Manager complained that a member of the teaching staff has breached confidentiality, telling a young person, in your unit, about her mother's terminal illness.
9.	Educational reports on Gayle, who has a Scottish Executive Meeting tomorrow at 9:30am, are on your desk. Gayle is unhappy with the content and has asked for a meeting with you and her Key- worker.
10.	A memo from the Training Manager complaining that nominations for the Anger Management Course, due to start next Thursday, have still not been made.
11.	Mary, a young woman in your Unit, has spent most of the night tearful and distressed in her room. Her Key-worker, who goes off duty at 4.00 p.m., thinks you are the best person to deal with this.

PLANNING YOUR DAY

Candidate Number _____ Scorer Name _____

LOG BOOK

Time	Task no (s)	Time to be spent	describe action you propose be undertaken and by whom, include actions for any possible consequences																						
8.30 a.m.			Identify priorities (insert Task No. as appropriate) <table border="1" data-bbox="547 524 1353 658"> <tr> <td>A</td><td>B</td><td>C</td><td>D</td><td>E</td><td>F</td><td>G</td><td>H</td><td>I</td><td>J</td><td>K</td> </tr> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table> A= Most Important → K= Least Important	A	B	C	D	E	F	G	H	I	J	K											
A	B	C	D	E	F	G	H	I	J	K															
9.00am			<i>On duty</i>																						
10.00am																									
11.00am																									
12.00am																									

ASSISTANT UNIT MANAGER ASSESSMENT CENTRE

PLANNING YOUR DAY

1.00pm			
2.00pm			
3.00pm			
4.00 pm			
5.00 p.m			
6.00pm			
7.00pm			
8.00pm			<i>Mrs McQuire's visit</i>

ASSISTANT UNIT MANAGER ASSESSMENT CENTRE

PLANNING YOUR DAY

9.00pm			
10.00pm			
11.00pm – 8.00am			

ASSISTANT UNIT MANAGER ASSESSMENT CENTRE**PLANNING YOUR DAY****Thursday**

Time	Task no(s)	Time to be spent	Action to be taken, and by whom
9.00am 9.30am			<i>On Duty</i> <i>Scottish Executive review</i>
10.00am			
11.00am			<i>Health and Safety</i>
12.00 noon			
1.00 p.m.			
2.00pm			
3.00pm			

ASSISTANT UNIT MANAGER ASSESSMENT CENTRE

PLANNING YOUR DAY

In –Tray exercise

1. Delegate to a practice teacher (Thursday afternoon)
2. Check out what steps if any the assistant unit manager has taken. (Wednesday afternoon)
 - Try and elicit the cause of the young person's distress.
 - Continue throughout the evening to monitor the situation and if necessary redeploy staff to support the young person.
 - Increase levels of observation at night time
 - Ensure appropriate escort arrangements are covered, that the situation is risk assessed and adhere with operating procedures.
4. Thur pm Read / amend and send for re-typing
5. Thur am Arrange a meeting with the Health and Safety rep, question why the report has been left so late, ask them to discuss the report and find the cause of the poor morale and if there are any immediate concerns which require to be addressed. On receipt of specific information you may choose to speak to the Head.
6. Wed PM Delegate Key Worker to contact Mrs.McGuire and request that she meets with you prior to her visit at 8pm (she should not go into the unit prior to the meeting). Also ask the ass. unit manager to find out the nature of the complaint.
7. Wed PM Ask the Unit Manager from House Unit 3 to collate information from the Education Manager in respect of any issues regarding Tracy, particular in respect of bullying. Also inform the Tracy that you will meet with him and a member of staff from his unit that evening.
 - Address any relevant issues which require action, prior to Tracy attending education the following day. Thurs AM
8. Wed pm Check out the mobility plan for Kylie and any risk management plan as it may be that he can be taken by public transport. If not, then consider the use of the other vehicles and the associated appointments and see if arrangements can be altered to accommodate Kylie's trip. It maybe that the use of public transport is not permitted and no alternative arrangements can be made, therefore it would be necessary in realistic terms to inform both the staff and young person that the trip cannot go ahead as planned, as it may be advisable to keep a vehicle at the unit in the event of an emergency.
9. Wed pm Immediate response would be to inform the Head, who may delegate to the Depute / Head of Education. Thereafter and with the approval of the Head you would inform Dundee S/W Dept that the matter is being responded to.
10. Wed pm Immediately check out with the Depute / Head of Education as to any issues they may be aware of relating to Gayle. Thereafter you would need to meet with Gayle and the key worker to ascertain if the complaint follows a similar pattern to the

PLANNING YOUR DAY

one being raised by his mother. In the meantime you would try and address any fears or issues Gayle or his key worker may have.

11. **Thur pm** Discuss the nominations with the Ass. Unit Manager and delegate responsibility to the Ass U/M and request feedback to ensure all available places were taken.

12. Find out immediately the reason for the distress; arrange to meet with the key worker and Mary, letting the key worker know a time to meet asap in order to alleviate Mary's distress. Ensure that following the meeting the relevant supports and safeguards are in place and that Mary feels more assured about the situation and action.

ASSISTANT UNIT MANAGER ASSESSMENT CENTRE

PLANNING YOUR DAY

In –Tray exercise: Ranking order

Rank	Task	3	2	1	Timing	pts	Action Reasoning	max 2
1.	11	1	2	3	Wed	1	Find out immediately the reason for the distress; arrange to meet with the key worker and Mary, letting the key worker know a time to meet asap in order to alleviate Mary's distress. Ensure that following the meeting the relevant supports and safeguards are in place and that Mary feels more assured about the situation and action.	
2.	9	2	1 or 3	4	Wed	1	Immediately check out with the Depute / Head of Education as to any issues they may be aware of relating to Gayle. Thereafter you would need to meet with Gayle and the key worker to ascertain if the complaint follows a similar pattern to the one being raised by his mother. In the meantime you would try and address any fears or issues Gayle or his key worker may have.	
3.	2	3	2/4	1/5	Wed	1	<p>Check out what steps if any the assistant unit manager has taken</p> <ul style="list-style-type: none"> ○ Try and elicit the cause of the young person's distress. ○ Continue throughout the evening to monitor the situation and if necessary redeploy staff to support the young person. ○ Increase levels of observation at night time ○ Ensure appropriate escort arrangements are covered, that the situation is risk assessed and adhere with operating procedures. 	
4.	6	4	3/5	2/6	Wed	1	<p>Ask the Unit Manager from House Unit 3 to collate information from the Education Manager in respect of any issues regarding Tracy, particular in respect of bullying. Also inform the Tracy that you will meet with him and a member of staff from his unit that evening.</p> <ul style="list-style-type: none"> ○ Address any relevant issues which require action, prior to Tracy attending education the following day. 	

ASSISTANT UNIT MANAGER ASSESSMENT CENTRE

PLANNING YOUR DAY

Rank	Task	3	2	1	Timing	pts	Action Reasoning	max 2
5.	8	5	4/6	3/7	Wed	1	Immediate response would be to inform the Head, who may delegate to the Depute / Head of Education. Thereafter and with the approval of the Head you would inform Dundee S/W Dept that the matter is being responded to	
6.	5	6	5/7	4/8	Wed 6-8	1	Delegate Key Worker to contact Mrs.McGuire and request that she meets with you prior to her visit at 8pm (she should not go into the unit prior to the meeting). Also ask the Key Worker to find out the nature of the complaint.	
7.	7	7	6/8	5/9	Wed	1	Check out the mobility plan for Kylie and any risk management plan as it may be that he can be taken by public transport. If not, then consider the use of the other vehicles and the associated appointments and see if arrangements can be altered to accommodate Kylie's trip. It maybe that the use of public transport is not permitted and no alternative arrangements can be made, therefore it would be necessary in realistic terms to inform both the staff and young person that the trip cannot go ahead as planned, as it may be advisable to keep a vehicle at the unit in the event of an emergency.	
8.	4	8	7/9	6/10	Thur	1	Arrange a meeting with the Health and Safety rep, question why the report has been left so late, ask them to discuss the report and find the cause of the poor morale and if there are any immediate concerns which require to be addressed. On receipt of specific information you may choose to speak to the Head.	
9.	10	9	8/10	7/11	Thur	1	Discuss the nominations with the staff at changeover and request feedback to ensure all available places were taken.	
10.	3	10	9/11	8/12	Thur	1	Read / amend and send for re-typing	
11.	1	12	11	10	Thur	1	Delegate to a practice teacher	
TOTAL		33	22	11		11		22

ASSISTANT UNIT MANAGER ASSESSMENT CENTRE

PLANNING YOUR DAY

SCORESHEET

Candidate Number _____ Scorer Name _____

Plan Your Day: Ranking order

**Assistant Unit Manager
Plan Your Day Priorities**

Priority	Task	3 points	2 points	1 point	Score
1	11	3	0	0	3
2	9	3	0	0	3
3	2	3	0	0	3
4	6	3	0	0	3
5	8		2	0	2
6	5		2	0	2
7	7		2	0	2
8	4		2	0	2
9	10			1	1
10	3			1	1
11	1			1	1
Total					23

Enter candidate's priority answers into blue toned fields above
Write total score into TOTAL box on score sheet

[..\Plan your day score calculator.xls](#)

Identify priorities (insert Task No. as appropriate)

	A	B	C	D	E	F	G	H	I	J	K	TOTAL
Ranking	11	9	2	6	8	5	7	4	10	3	1	

Most Important → Less Important

Enter candidate priority answers straight into score spreadsheet, it will calculate the score.

RECORD SCORE IN TOTAL BOX ABOVE

ASSISTANT UNIT MANAGER ASSESSMENT CENTRE

PLANNING YOUR DAY

Rank	Task	Timing	Max 1	Action	max 2
1.	11	Wed			
2.	9	Wed			
3.	2	Wed			
4.	6	Wed			
5.	8	Wed			
6.	5	Wed 6-8			
7.	7	Wed			
8.	4	Thur			
9.	10	Thur			
10.	3	Thur			
11.	1	Thur			
TOTAL			11		22
capability			13b		17a