

Job Description



Job Title:	Deputy Home Manager
Department/Section:	Residential Care & Supported Living
Reports to:	Registered Home Manager
Principal Contacts:	Internal Contacts – Registered Manager, other Deputy Managers, Director of Operations, Deputy Head of Care, Finance Team members, HR Team Members, Training Co-ordinators, Estates Team members, Life Skills Managers & Assistant Managers External Contacts - Care Managers / Social Workers; Parents; Community Learning Disability Teams; GP's; Dentists; Therapists; District / Specialist Nurses; Adult Protection Officers; Psychologists; Chiropodists; Hospice Teams; Service User Advocates; Trustees and Attorneys; DoLS Services; External day service providers; Travel Agents, Funeral Directors; external suppliers / tradesmen; specialist equipment services; local community; emergency services.
Job Purpose:	To assist the Registered Home Manager in providing high quality, efficient and cost effective management of Residential and Supported Living homes in order to meet the physical, emotional, health, safety, well-being, regulatory and contractual requirements of all service users. To take part in the Trust's on-call 'out of hours' management rota for care accommodation services.
Responsible for:	People: Required to assist the Registered Home Manager (who is line manager to all team members) by providing day-to-day supervision of staff. Finance: Required to monitor the services' finances – including expenditure against budget, household petty cash and service user finances – by undertaking regular audits and adhering to the Trust's financial protocols. Other physical resources: Equipment pertaining to all physical disability, sensory loss, physio, orthotic, domestic appliances, IT and communications equipment

Main Duties and Responsibilities:

(This list is intended to define the main duties and responsibilities that are required to be undertaken by the post holder and is not a comprehensive list of all duties that may be required from time to time)

Staff Responsibilities

1. Supervise and motivate team members on a day-to-day basis by allocating tasks, undertaking staff supervisions; assisting the Registered Home Manager with staff appraisals; addressing welfare issues; supporting personal development and maximising support worker performance.
2. Draw up staff rotas, prepare monthly timesheets, approve annual leave requests and arrange emergency cover as required to ensure safe staffing levels are maintained at all times.
3. Address any staff performance or conduct issues informally and refer to the Registered Home Manager in all cases where possible formal action might be necessary.

Job Description



4. Conduct 'Return to Work' interviews following staff absence and monitor absence patterns, raising concerns with the Registered Home Manager as required.
5. Oversee staff training needs by identifying, sourcing, delivering and recording staff training; planning and organising induction and shadow shifts for new recruits and assessing care awards.
6. Ensure effective protocols are in place for the handover of information at the end of every shift.
7. Assist the Registered Home Manager in the recruitment of new staff by helping to assess applications and participating in the interview process.

Service User Responsibilities

8. Promote the physical, mental and emotional wellbeing of residents by ensuring that Care Plans address each individual's nutritional, leisure, spiritual, safety and educational needs and that all staff are aware of their role in delivering those plans.
9. Organise and attend service user Review Meetings.
10. Oversee the safeguarding of all residents by liaising with medical practitioners, care managers and other professional agencies; attending emergency planning and 'Best Interests' meetings; immediately reporting any incidence or sign of abuse or neglect in accordance with the Trust's Whistle-blowing Policy and liaising with Adult Protection Officers as required.
11. Oversee the production and maintenance of inventories for residents' personal belongings, ensuring they are up-to-date at all times.
12. Establish good relationships with the local community and family contacts of service users, guiding and educating them in relation to how best to support service users in their daily living as and when appropriate.

Safety & Compliance Responsibilities

13. Monitor the service's finances – including expenditure against budget, household petty cash and service user personal allowances – by undertaking regular audits / unannounced spot-checks and ensuring that all staff are adhering to the Trust's financial protocols.
14. Ensure that the service's Disaster Plan is complete and up-to-date and that all staff are familiar and confident with its contents.
15. Oversee the safe administration and storage of all drugs and medicines in line with Trust policies and procedures, ensuring that staff are fully trained and adequate stocks of prescribed drugs are maintained.
16. Oversee the service's compliance with the Trust's Health & Safety Policy, ensuring staff are adequately trained in the production and regular review of risk assessments, the completion of all required health and safety checks (vehicles, fire alarms, extinguishers, specialist equipment, household appliances, water temperature, legionella) and the performance of regular fire drills.
17. Oversee the service's compliance with the Trust's GDPR Policy and CQC requirements by maintaining an effective, up-to-date and secure system for all files and records (hard copy and digital) relating to the service, its residents and staff.
18. Maintain the general upkeep of the premises, reporting maintenance and repair issues to Estates Department in a timely manner.

Job Description



Other Responsibilities

19. Take a share in the 'out of normal working hours' on-call rota, as required and in accordance with the On-Call Protocol.
20. Support the shift rota as part of the support team as required (see also Support Worker job description).

Additional Information



Driving:

There is a requirement for the post holder to drive in order to fulfill the requirements of the role. This may involve driving a COT car or Minibus. Driving license details will be required and reviewed on an annual basis.

Variation to Usual Working Hours:

The post holder is required to participate in an 'on-call' rota and may occasionally be required to work outside of their usual working pattern/hours in order to attend external meetings, training, external events or service user holidays.

Display Screen Equipment Usage:

Post holders are regularly required to work with display screen equipment (VDU, computer workstations, laptops, touch screens etc.) as part of their normal working day.

Lone Working:

There is a frequent (daily) requirement for the post holder to lone work during the course of their normal working day.

Night Workers:

Post holders are not regularly required to work between the hours of 11pm and 6am for at least 3 hours as part of their rostered duties.

First Aid:

There is a requirement for the post holder to be a qualified first aider and appropriate training will be offered and maintained.

Physical Effort:

- Occasional moderate to high physical effort is required for this role throughout the day to support service users in all aspects of daily living, including personal care. Frequent requirement to use specialist equipment for service users within complex needs services e.g. hoists, wheelchairs etc.
- Occasional exposure to repetitive movements such as lifting, bending, reaching, crouching, walking carrying, standing, loading/unloading and kneeling.
- Occasional driving and travelling required getting service users to appointments and other social engagements.

Mental Effort:

- Frequent periods of concentration are required when dealing with service users, interpreting information, auditing, communicating, record keeping, rostering and administration of medication.

Emotional Effort:

- Maintaining a positive attitude when dealing with stressful or emotional situations.
- Occasional exposure to treatment of service users with palliative and end of life conditions. Dealing sensitively with their end of life care and providing guidance and support for family members /other carers.

Person Specification



Job Title:	Deputy Home Manager	
Department:	Residential Care & Supported Living Services	
Reports To:	Registered Home Manager	
Specification Headings	Essential	Desirable
Experience: (Duration, type & level of experience necessary)	At least 2 years' experience of working in residential services or domiciliary care and of working with residents with learning disability. Experience of key worker responsibilities and development of care plans. Experience of care reviews	Experience of working alongside people with a learning disability Experience of dealing with epilepsy and diabetes Experience of organising work rotas Experience of undertaking risk assessments
Qualifications: (Number, type, level of qualifications. Equivalent experience, if appropriate)	NVQ 3/Level 3 Vocational Diploma in Health & Social Care held for minimum of 2 years. Post holders who do not have NVQ level 3 Vocational Diploma in Health & Social Care will be expected to achieve this within 2 years of appointment as a contractual requirement. GSCE English/Maths or equivalent	QCF Level 2 Team Leading or equivalent A1 Assessors
Skills, Knowledge & Aptitude:	Good standard of Literacy & numeracy Good IT skills, including emails, Word and simple Excel spreadsheets Ability to write reports and care plans Good listening, verbal and written communication skills. Understanding of person centred care. Understanding of Health & Safety and ability to write Risk Assessments Good supervisory skills Knowledge of nutritional needs, infection control and medication management.	In depth knowledge of CQC standards of Quality and Safety essential to registration Good working knowledge of the Mental capacity Act / Deprivation of Liberty policies Adult protection awareness and safeguarding procedures Makaton (as required)
Personal Qualities and Behaviours:	Calmness under pressure Team working and role model behaviours Ability to work unsupervised and on own initiative Self-motivated and enthusiastic Ability to follow instructions and work to high standards and practices set by CQC and COT policies and procedures Professional, approachable and supportive Able to demonstrate compassion and empathy for the people we support Ability to manage time and prioritise workloads	
Other Requirements: (factors which are ideally required for an individual to carry out the full duties of the job)	Able to be flexible in hours, including participation in the management on-call rota and willingness to cover occasional shifts at weekends and overnight. Initial and ongoing clear DBS check (obtained by the Trust initially upon offer).	Category D1 Driving Licence