

Job Description

Job Title: DEPUTY MANAGER

Job Code: HM03

Job Holder:

Department: CARE

Position in the organisation:

Responsible to: General Manager

Direct reports: Care Team Leaders

Works in conjunction with: General Manager, Head Office, all residential home staff

Summary of main responsibilities:

To manage the care services delivered to residents, and to deputise for the General Manager, ensuring the highest quality person centred care is delivered that meets individuals' needs.

To ensure that all relevant regulatory and legal requirements, group policies and procedures are met and operated within the agreed financial parameters.

To ensure that the home provides a homely and safe environment to all residents consistent with their dignity, wellbeing and the principles of person centred care.

Main Duties and Responsibilities:

1. Agree strategy for the provision of care in the Home with the General Manager and support the General Manager in the safe running of the home
2. Take responsibility for all aspects of care service delivery in the Home including ensuring compliance with the Health and Social Care Act and other relevant legislation and including The Abbeyfield Kent Organisation Policies and procedures.
3. Implement tools that will measure and monitor care standards and act on trends and patterns that may be present.
4. Provide line performance management to the Care Team Leaders, including mentoring, coaching, supervision and appraisal to ensure clarity of direction, effective communication and development of personal potential
5. Through effective rota planning, ensure an appropriate level of staffing on duty to meet the needs of the residents, taking into consideration the environment, skills and experience
6. Provide effective induction for all new Care Team Leaders
7. Foster a strong team ethic and inspire an element that champions the delivery of outstanding levels of person centred care
8. To be responsible for the purchasing of care goods and services within the allocated care budget and in liaison with Head Office
9. Monitor the care team performance ensuring achievable standards are set and issues of under-performance are effectively managed.
10. Liaise with advocates and families dealing with complaints in the first instance, and resolve or progress through the General Manager and Head Office.
11. Lead meetings with residents, staff and relatives, as determined by the General Manager dealing with feedback and taking responsibility for addressing actions.
12. Manage the assessment process - ensuring relevant staff take part in interviewing and assessing prospective residents, their relatives and advocates.
13. Manage reviews of residents as appropriate.

14. Ensure there is an appropriate schedule of training and other development activities in place which adequately covers the knowledge and skills needs of the care staff evaluating the effectiveness of training received and liaising with the Training Consultants agree any changes needed.
15. Deliver training in accordance with own areas of expertise.
16. Ensure care planning and recording is carried out as stipulated by policies and procedures and CQC standards, always reflecting the residents' current person centred needs
17. Monitor residents care & support plans
18. Involve residents and their advocates in regular reviews of their care plans.
19. Monitor and ensure continuous improvement of care by participating in auditing
20. Use judgement to inform the General Manager of key issues and progress.
21. Ensure that the Care Team Leader works two or three shifts per week (to include alternate weekend working) to ensure policies, standards and ways of working are embedded in day-to-day practice. This may require working occasional night shifts.
22. Ensure proper cover in order that the 24-hour needs of the residents are met including sharing on-call for the Home with the General Manager.
23. Undertake risk assessments where necessary, and ensure that staff are aware of the results
24. Have a proactive approach to problem solving
25. Work with all staff towards agreed policies and standards of care in keeping with the stated beliefs of the Organisation.
26. To be actively involved with the effective recruitment and retention of care staff
27. Work to promote equality and diversity, and eliminate discrimination for all the Organisation's residents, staff and volunteers.
28. Take part in staff and residents' meetings and in training activities as directed.
29. Take part in individual performance reviews as required.
30. Support the General Manager.

No job description can cover every issue that arises within the post, and the post holder may be required to carry out other duties as deemed necessary, commensurate with the principal function of the post and the capability of the post holder.

PERSON SPECIFICATION

Job Title: **Deputy Manager**

Competency	Performance Criteria
Professional Practice:	
Modelling best practice	<ul style="list-style-type: none"> • Demonstrate evidence of appropriate qualification to undertake the post • Care experience in the voluntary, public or private sectors • NVQ Level 4/5 • Willing to undertake training
Regulatory Requirements	<ul style="list-style-type: none"> • Working knowledge of Health and Social Care Act, regulations and guidelines, Adult Protection framework
Internal Controls	<ul style="list-style-type: none"> • Experience of managing and working within budgets, and using measures of income and expenditure to plan and validate proposals
Health & Safety	<ul style="list-style-type: none"> • Current knowledge of H&S legislation etc. • Application of H&S practices • Health and Safety risk assessment
Information Technology	<ul style="list-style-type: none"> • Intermediate Microsoft Office IT knowledge • Use of IT to facilitate and support improvements to services, good communications and useful Management Information
Planning & Control:	
Management of staff & teamwork	<ul style="list-style-type: none"> • Ability to build, lead and motivate a team • Manage conflict, disciplinary action etc. • Effective use of staff resources • Manage the development of staff • Manage excellent and below standard performance • Develop a delivery-focussed environment
Management of diversity	<ul style="list-style-type: none"> • Demonstrate awareness of different values, cultures and needs amongst residents, staff and communities • Recognise and work to meet where possible the diverse and unique needs of each resident
Influencing Others	<ul style="list-style-type: none"> • Ability to have ideas accepted even in the face of initial opposition • Negotiate effectively, both over points of difference and financially
Effective communication	<ul style="list-style-type: none"> • Excellent communication skills - both written and verbal • Ability to communicate effectively at all levels within and out of the Organisation using appropriate styles with different groups, e.g. staff, residents, relatives

Leadership	<ul style="list-style-type: none"> • Commitment to providing excellence in Care services • Effective leadership styles; directive and supportive coaching, training, delegation • Think ahead and plan • Demonstrate a positive attitude towards change • Act as a role model • Problem solving skills
Development of Self and Others	<ul style="list-style-type: none"> • Evidence of keeping up to date with related issues • Take on further responsibilities • Undertake relevant training and development • Develop a culture of lifelong learning among staff
Organisational skills	<ul style="list-style-type: none"> • Strong ability to prioritise • Consistently meet deadlines and advise of any problems early • Ability to function effectively under pressure and in a crisis
Operational Requirements:	
	<ul style="list-style-type: none"> • Valid full driving licence • Valid vehicle business insurance • Flexible approach to working hours as required
Personal Attributes:	
Mutual support	<ul style="list-style-type: none"> • Be aware of support needed by others and identify and address any issues at an early stage where possible • Consider how actions could support others • Be prepared to give encouragement and offer assistance or advice when needed • Explain things logically • Keep to the point • Style that is compassionate, caring, warm and friendly • Express ideas confidently and in an assertive manner where required • Committed to person centred care and meeting individual's needs • Build rapport with residents, colleagues and staff • Exhibit a pleasant, professional manner • Ask questions to gather necessary information • Weigh the advantages and disadvantages of a course of action before reaching a decision • In the absence of all relevant information defer making a decision until all the necessary extra data is gathered, referring to Line Manager when necessary
Communication skills	
Interpersonal sensitivity	
Judgement	

TRAINING REQUIREMENTS

The duties of the post necessitate the following essential training elements being completed subsequent to employment.

Training Element

- Induction
- Moving & Handling
- Adult Protection
- Palliative / End of life Care
- Care planning
- Fire Awareness
- First Aid Awareness
- Health and Safety
- Behaviour that may challenge
- Discipline/Grievance
- Managing Complaints
- Equality & Diversity