

Rapport Housing & Care

## Job Description

**Job Title:** DEPUTY MANAGER

**Job Code:** HM03

**Job Holder:**

**Department:** CARE

**Position in the organisation:**

Responsible to: General Manager

Direct reports: Nurses, Care Team Managers

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

**Summary of main responsibilities:**

To ensure that the home provides high quality nursing, 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:**

**Standards of care and service to residents**

- Ensure a high standard of residential and nursing care is provided to residents, based on the assessment of care needs and in consultation with the resident, their families, attorneys and care staff
- Assume responsibility for the residential and nursing services provided at the home
- Continuously evaluate the care and nursing intervention given, and reassess the needs of the residents in consultation with the resident, their relatives, attorneys, care team and where applicable multidisciplinary teams to effect change required to achieve planned goals
- Ensure medicines are administered and ordered as required by residents and in compliance with policies and procedures
- Co-ordinate anticipatory drugs
- Ensure the safe disposal of unwanted medications and organise medication to be returned, ensuring they are booked out appropriately
- Adhere to the NMC Code of Practice and the NMC guidelines for the administration of medicines.

- Liaise with pharmacist and local GP to promote effective medicines management
- Liaise with residents, GP's and other healthcare professionals involved such as Occupational/physiotherapists, community nurses etc
- Work closely with the Home's General Manager and the care team, ensuring that effective, high quality care is provided to achieve planned goals
- Take responsibility for all aspects of nursing and care service delivery in the Home including ensuring compliance with the Health and Social Care Act and other relevant legislation and including the Organisations Policies and procedures and NMC Code of Professional Nursing Standards.
- Implement tools that will measure and monitor care/nursing standards and act on trends and patterns that may be present
- Manage the care and financial assessment process - ensuring relevant staff take part in interviewing and assessing prospective residents.
- Oversee, and where applicable manage, reviews of residents as appropriate.
- Ensure care planning and recording is carried out as stipulated by policies and procedures and CQC standards, always reflecting the residents' current person centred and nursing needs
- Ensure care plans identify both long and short term goals
- Monitor residents care & support plans
- Work in partnership with residents' families and friends in planning, implementing and reviewing care/nursing plans.
- Monitor and ensure continuous improvement of care/nursing by participating in auditing
- Ensure good standards of hygiene are adhered to in all areas of nursing and residential care
- Sample audit all charts to ensure all carers are keeping accurate and comprehensive records in line with residents needs
- Proactively anticipate any requirements for preventative hospitalisations and other health issues
- Ensure that all telephone follow ups are implemented and recorded

- Ensure that any comments or feedback received from residents or their family are discussed at the next handover
- Ensure advanced care plans are prepared in liaison with family, GP and where applicable multidisciplinary teams and ensure the provision to support families
- Where applicable record and send CQC notifications, DoL's applications and any other necessary professional notifications

### **Management of Staff and Self**

- Review your own nursing practice to develop new skills and knowledge through CPD that contribute to the enhancement of quality care
- Work within the NMC codes of conduct and Scope of Practice and within the Rapport Housing and Care Policies and Procedures
- Provide support and professional supervision to staff and Care Team Managers, including supporting revalidation procedure for nursing staff
- Support the General Manager in the efficient, effective and safe running of the home
- Provide line performance management to the Nursing Team and Care Team Managers, including mentoring, coaching, supervision and appraisal to ensure clarity of direction, effective communication and development of personal potential
- Through effective rota planning, ensure an appropriate level of staffing on duty to meet the needs of the residents, taking into consideration the environment, staff skills and experience
- Provide effective induction for all new Nurses and where applicable the Care Team Managers
- Foster a strong team ethic and inspire an element that champions the delivery of outstanding levels of person centred care
- Monitor the nursing team performance ensuring achievable standards are set and issues of under-performance are effectively managed.
- Ensure there is an appropriate schedule of training and other development activities in place which adequately covers the knowledge and skills needs of the nursing and care staff evaluating the effectiveness of training received and liaising with the learning and development department. Agree any changes needed.
- Deliver training in accordance with own areas of expertise.

- Work with all staff towards agreed policies and standards of care/nursing in keeping with the stated beliefs of the Organisation.
- To be actively involved with the effective recruitment and retention of nursing and care staff including allocation and monitoring of the buddy and mentoring support mechanism
- Undertake and take part in individual performance reviews (supervision/1:2:1) and appraisals as required
- Encourage maintenance of staff morale and development of a good rapport with all employees and Encourage open conversations regarding their work and any issues
- Assist with conducting of formal staff meetings and holding of informal meetings as required
- Assist the General Manager in the implementation of the organisation's disciplinary, absence and sickness policies and procedures
- Ensure each shift is properly briefed regarding residents needs (verbally and confirmed on handover sheet)

#### **Other duties**

- To be responsible for the purchasing of nursing and care goods and services within the allocated care budget and in liaison with Head Office
- Liaise with advocates and families dealing with complaints in the first instance, and resolve or progress through the General Manager and Head Office.
- Lead meetings with residents, staff and relatives, as determined by the General Manager dealing with feedback and taking responsibility for addressing actions.
- Use judgement to inform the General Manager of key issues and progress.
- Ensure that the Deputy Manager rota covers weekend working in liaison with the Care Team Managers on a basis of two weekends in 4 weeks
- Ensure appropriate cover in order that the 24-hour needs of the residents are met including sharing on-call for the Home with the General Manager and Care Team Managers .
- Undertake risk assessments where necessary, both for residents and for environment, and ensure that staff are aware of the results
- Have a proactive approach to problem solving
- Analyse data and report to General Manager on trends and patterns

- Work to promote equality and diversity, and eliminate discrimination for all the Organisation's residents, staff and volunteers.
- Respect the requirements of the Data Protection Act 1998 and associated General Data Protection Regulations

**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   |
|--|--|
| <b>Professional Practice:</b>          |  |
| Modelling best practice/Qualifications | <ul style="list-style-type: none"> <li>• Good standard of Education</li> <li>• Current registration with NMC - essential</li> <li>• Minimum 3 years experience post registration - essential</li> <li>• Evidence of CPD – essential</li> <li>• Care of older people - desirable</li> <li>• Compliance with NMC Code of Nursing Practice</li> </ul>       |
| Regulatory Requirements                | <ul style="list-style-type: none"> <li>• Working knowledge of Health and Social Care Act, regulations and guidelines, Adult Protection framework, Fundamental Standards</li> </ul>   |
| Internal Controls                      | <ul style="list-style-type: none"> <li>• Experience of managing and working within budgets, and using measures of income and expenditure to plan and validate proposals</li> </ul>   |
| Health & Safety                        | <ul style="list-style-type: none"> <li>• Current knowledge of H&amp;S legislation etc.</li> <li>• Application of H&amp;S practices</li> <li>• Health and Safety risk assessment</li> </ul>   |
| Information Technology                 | <ul style="list-style-type: none"> <li>• Intermediate Microsoft Office IT knowledge</li> <li>• Use of IT to facilitate and support improvements to services, good communications and useful Management Information</li> </ul>  |
| <b>Planning &amp; Control:</b>         |  |
| Management of staff & teamwork         | <ul style="list-style-type: none"> <li>• Ability to build, lead and motivate a team</li> <li>• Manage conflict, disciplinary action etc.</li> <li>• Effective use of staff resources</li> <li>• Manage the development of staff</li> <li>• Manage excellent and below standard performance</li> <li>• Develop a delivery-focussed environment</li> </ul> |
| Management of diversity                | <ul style="list-style-type: none"> <li>• Demonstrate awareness of different values, cultures and needs amongst residents, staff and communities</li> <li>• Recognise and work to meet where possible the diverse and unique needs of each resident</li> </ul>  |
| Influencing Others                     | <ul style="list-style-type: none"> <li>• Ability to have ideas accepted even in the face of initial opposition</li> <li>• Negotiate effectively, both over points of difference and financially</li> </ul>   |
| Effective communication                | <ul style="list-style-type: none"> <li>• Excellent communication skills - both written and verbal</li> <li>• Ability to communicate effectively at all levels within and out of the Organisation using appropriate styles with different groups, e.g. staff, residents, relatives</li> </ul>   |

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