

JOB DESCRIPTION

Deputy Manager – Netley House

Field	Detail
Post	Deputy Manager
Reports to	Registered Manager
Role working pattern	Full time / shift-based leadership role within a 24-hour residential service

Main Purpose of the Role

Netley House is a transitional residential service supporting adults experiencing mental health challenges, including care leavers and people moving on from hospital or other placements.

The service promotes independence, recovery, positive risk-taking, dignity, choice and inclusion through person-centred, trauma-informed and strengths-based support.

The Deputy Manager is responsible for supporting the Registered Manager in the day-to-day leadership, safe operation and continuous improvement of the service. In the absence of the Registered Home Manager, the Deputy Manager will assume operational oversight of the home, ensuring that care and support are safe, effective, caring, responsive and well-led, and that the service operates in line with applicable legislation, CQC regulations, organisational policies and best practice guidance.

Core Responsibilities

Provide visible leadership within the home and model professional, compassionate, values-led practice at all times.

Support the Registered Manager to maintain compliance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, the Fundamental Standards and the CQC Single Assessment Framework.

Lead, coordinate and monitor high-quality care and support that is person-centred, trauma-informed, recovery-focused and culturally responsive.



Oversee the safe management of risk, safeguarding, medicines, incidents, complaints, infection prevention and the home environment.

Support recruitment, induction, supervision, appraisal, capability management and workforce development to ensure a safe, competent and supported staff team.

Contribute to audits, quality assurance, action planning, service development and continuous improvement.

Promote equality, diversity, inclusion, dignity, confidentiality and residents' rights in all aspects of service delivery.

Leadership, Culture and Service Management

Support the Registered Manager in the strategic and operational management of the service and deputise in their absence.

Lead best practice on shift and provide clear direction, oversight and professional challenge to staff.

Promote a culture of openness, accountability, learning, psychological safety and continuous improvement.

Demonstrate and embed trauma-informed, person-centred and anti-discriminatory practice across the team.

Maintain effective communication with residents, relatives, advocates, commissioners, healthcare professionals, safeguarding partners and other relevant stakeholders.

Contribute to occupancy, admissions, transitions and discharge/move-on planning in line with assessed need, compatibility and service capability.

Quality, Compliance and Governance

Support and monitor compliance with the Fundamental Standards and relevant regulations, including person-centred care, dignity and respect, consent, safe care and treatment, safeguarding, staffing, good governance and duty of candour.

Use the CQC Single Assessment Framework and organisational quality systems to review performance, complete audits, analyse findings, identify risk and implement improvement actions.

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Ensure care plans, risk assessments, support plans, hospital passports, health action plans and other resident records are accurate, current, outcome-focused and regularly reviewed.

Oversee incident reporting, safeguarding notifications, complaints, compliments and learning reviews, ensuring timely action and escalation where required.

Maintain clear, accurate and confidential records in line with organisational policy, professional standards and data protection law.

Support the preparation for CQC assessment activity, local authority and NHS monitoring, internal audits and all other external assurance processes.

Safeguarding, Mental Capacity and Resident Rights

Promote safeguarding practice in line with the Care Act 2014, local Safeguarding Adults Board procedures and organisational policies, ensuring all concerns are recognised, reported, escalated and recorded without delay.

Ensure staff understand and apply the Mental Capacity Act 2005, including the five statutory principles, best-interest decision-making and least restrictive practice.

Support lawful and proportionate practice relating to deprivation of liberty, restrictions, supervision and observation, escalating concerns promptly and working with professionals around authorisations where relevant.

Protect residents from discrimination, harassment or victimisation and promote equal access, voice, choice and advocacy in line with the Equality Act 2010 and human rights principles.

Ensure residents are treated with dignity and respect and are involved, as far as possible, in decisions about their care, support, routines, menus, activities and goals.

Care Delivery, Recovery and Wellbeing

Ensure residents receive safe, compassionate and consistent support that reflects their assessed physical, emotional, psychological, social, spiritual and cultural needs.

Support the delivery of structured, meaningful and age-appropriate in-house and community-based activities that promote independence, daily living skills, social inclusion, recovery and wellbeing.

Work with residents, families and professionals to review goals, progress, transitions and next-step planning.

Promote positive risk-taking and relationally secure practice while ensuring clear oversight of identified risks and agreed management strategies.

Maintain effective liaison with GPs, community mental health teams, hospitals, therapists, social workers and other relevant professionals to ensure specialist input is accessed in a timely way.

Support residents to access healthy diets, nutritional advice, mealtime planning and food preparation appropriate to their abilities, preferences and support needs.

Medication Management

Ensure medicines are ordered, received, stored, administered, recorded, audited and disposed of safely in line with organisational policy, current legislation, good practice guidance and prescriber instructions.

Maintain oversight of medicines errors, omissions, stock discrepancies, controlled drug processes (where applicable) and remedial actions, escalating concerns immediately.

Ensure robust systems are in place for MAR chart checks, homely remedies (where authorised), self-administration arrangements, allergies, PRN protocols and medicines reconciliation on admission or return from hospital.

Promote safe healthcare appointments, follow-up actions and clinical communication with relevant professionals.

Staffing, Supervision and Workforce Development

Support safer recruitment, induction, probation, rota management and deployment of staff to ensure the home is staffed safely and effectively.

Provide and/or coordinate supervision, spot checks, competency observations, capability support, appraisal and performance follow-up in line with organisational requirements.

Monitor the training matrix and ensure mandatory, role-specific and service-specific training is completed, refreshed and evidenced.

Identify poor practice, skill gaps or conduct concerns early and escalate through the appropriate management processes.

Promote staff wellbeing, reflective practice and learning from incidents, feedback, complaints and near misses.

Health, Safety, Environment and Emergency Preparedness

Support compliance with health and safety law and organisational policies relating to risk assessment, fire safety, accident reporting, equipment safety, hazardous substances, infection prevention and control, food safety and environmental standards.

Ensure the home environment is clean, safe, secure, well maintained and suitable for the people using the service.

Monitor and review environmental risk assessments, COSHH arrangements, fire procedures, missing-person protocols, emergency planning and business continuity arrangements.

Act promptly on accidents, incidents, defects, infection risks and environmental hazards, ensuring documentation, escalation and follow-up actions are completed.

Support implementation of current national and local infection prevention and control guidance and any other relevant public health guidance applicable to the service.

Administration

Maintain efficient administrative systems and support the Registered Manager with reporting, record keeping, returns, notifications and service documentation.

Contribute to stock control, purchasing, budget monitoring and the appropriate recording of transactions in line with delegated authority and financial procedures.

Participate in on-call, meetings, handovers, audits, reviews and other management activities as required.

Work flexibly, including shifts and delegated management duties, to meet the needs of a 24-hour residential service.

Undertake any other duties reasonably consistent with the purpose and seniority of the role.

Legislative and Regulatory Framework

The Deputy Manager is expected to understand, apply and work in line with the following legislation, regulations, regulatory expectations and local procedures, as relevant to the service:

- Health and Social Care Act 2008 and the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, including the Fundamental Standards.
- Care Quality Commission (Registration) Regulations 2009 and current CQC guidance, assessment approach and the Single Assessment Framework.
- Care Act 2014, including safeguarding duties and cooperation with the local authority and Safeguarding Adults Board.
- Mental Capacity Act 2005, associated Code of Practice and Deprivation of Liberty Safeguards (DoLS), where applicable.
- Equality Act 2010 and relevant human rights principles.
- UK General Data Protection Regulation (UK GDPR), Data Protection Act 2018 and organisational confidentiality requirements.
- Health and Safety at Work etc. Act 1974 and subordinate regulations, including the Control of Substances Hazardous to Health Regulations 2002 (COSHH).
- Food Safety Act 1990 and the Food Hygiene (England) Regulations 2006.
- Medicines Act 1968, Misuse of Drugs Act 1971 and medicines-related organisational policy and guidance.
- All other relevant law and guidance relating to duty of candour, infection prevention and control, safe staffing, records management and safeguarding notifications.

Key Working Relationships

Residents and, where appropriate, families, carers and advocates

Registered Manager and wider leadership team

Support workers, senior support workers and all other staff

GPs, psychiatrists, psychologists, community mental health teams and other healthcare professionals

Local authority professionals, commissioners and safeguarding partners

Contractors, external professionals and community agencies



General Requirements

To act at all times in a professional manner consistent with organisational values, policies and procedures.

To maintain appropriate professional boundaries and confidentiality.

To undertake statutory, mandatory and role-specific training as required.

To promote equality, inclusion and respectful practice in all interactions.

To comply with all reasonable management instructions and organisational governance arrangements.