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| **Role Details** | |
| **Job Title:** | Deputy Manager |
| **Reports to:** | The Registered Manager |
| **Job Overview: (Note - In addition to these functions, employees are required to carry out such duties as may reasonably be required)** | * To positively support the Registered Manager in providing leadership to the administration, care, catering, housekeeping, laundry and maintenance functions of the service * To deputise for the function of the Registered Manager during their absence, while, at all times, supporting the decisions made by the Registered Manager * To maintain skills at a current level and undertake such training and development as may from time-to-time be required to maintain that currency of practice * To manage the service in accordance with standards agreed with the Registered Manager, the Registered Provider, legislative requirements, relevant regulations and in line with accepted best practice, and within the financial plans agreed from time-to-time with the Registered Provider |
| **Location:** | The service’s premises, but you may be required to work from other locations at the discretion of the company and with appropriate notice. |
| **Working Hours:** | 5 days over a 7-day period, as agreed with the manager. |

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| **Responsibilities and Duties of the Job** | |
| **Role-specific Duties:** | The Deputy Manager’s responsibilities include but are not limited to the following:   * Ensure service users are at the heart of the care delivery and their wishes and preferences enhance their wellbeing * The efficient and effective day-to-day management of the human resources involved in providing care through the staff team and ensuring that the required standards are maintained * Ensuring all recording systems and organisational documentation are of a high standard and kept up to date * To ensure all staff at the service receive formal supervision and appraisals * Oversee the duty rota weekly in advance, ensuring the correct number of staff and skill mix as needed * Be responsible for promoting and protecting the welfare of those individuals supported by the service |
| **Working with Others:** | * Develop effective working relationships with all employees within the service * Work in cooperation with members of the multidisciplinary teams to maximise opportunities for people in the service |
| **Other Duties:** | Other duties and responsibilities to be undertaken may include any (or all) of the items in the following list:   * Seek opportunities for personal and professional growth * Work within the relevant Code of Conduct, e.g. NMC |
| **Personal and Professional Development:** | * Attend statutory training and any other training as directed by management * Be registered with the relevant body and work within the Code of Conduct * Obtain the relevant qualifications required to work in the deputising role, e.g. management qualification commensurate with the role |

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| **Person Specification** |

***\*The selections for essential and desirable have been left intentionally blank for you to determine these.\****

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| **Specific Requirement for Qualifications** | **Essential** | **Desirable** |
| Good English - written and verbal |  |  |
| Registered with relevant body, e.g. NMC |  |  |
| Supervisory or management qualification commensurate with the role |  |  |

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| **Specific Requirement for Skills** | **Essential** | **Desirable** |
| **Proficient Written Skills** |  |  |
| Maintain all support plan/care records in accordance with the service’s policy and audit care records following company policy to ensure compliance |  |  |
| **Problem-solving Skills** |  |  |
| Deputy Managers need to be able to adapt to and address situations quickly. Plan, develop, implement and assess approaches to promote health and wellbeing, whilst recognising and reporting situations where there might be a need for protection |  |  |
| Promote the effective resolution of team conflicts |  |  |
| Ensure there are always adequate staff with the necessary skills on duty. Taking the lead responsibility for the development of the staff rota to comply with requirements in terms of numbers and skill mix whilst adhering to a conducive home/work life balance |  |  |
| Share in the development of the strategic plans of the service |  |  |
| Conduct mock inspections of the service and action plan the shortfalls identified |  |  |
| **Communication Skills** |  |  |
| To share in the coordination and chairing of staff, service user and relative meetings, as well as attending management meetings |  |  |
| To effectively communicate to all staff the aims and objectives of the service through verbal and written communication and by personal example |  |  |
| To contribute to the provision of a programme of training and development to meet the needs of the staff team and the requirements of the service, including the ongoing evaluation of the training programme |  |  |

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| **Specific Requirement for Skills** | **Essential** | **Desirable** |
| **Leadership Skills** |  |  |
| To share in implementing the quality assurance system and submit reports to the manager |  |  |
| To monitor, through direct observation and contact, the maintenance of daily routines and structures |  |  |

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| **Specific Requirement for Skills** | **Essential** | **Desirable** |
| **Disposition/Personal Attributes** |  |  |
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| **Specific Requirement for Previous Experience** | **Essential** | **Desirable** |
| Previous experience of working in a similar environment |  |  |
| Previous experience of working in a similar supervisory role |  |  |
| Experience of working with service users, in particular, those that may have additional support needs |  |  |
| Knowledge of rota planning, ensuring adequate staff on duty with the correct skill mix and fair allocation of off duty/annual leave |  |  |
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| **Specific Requirement for Immunisations/Vaccinations** | **Essential** | **Desirable** |
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| **Values-based Personal Qualities** | | |

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| **Area** | **Specific Requirement** |
| **Working Together** | * Involve service users, families, external agencies and colleagues * Speak up when things go wrong |
| **Respect and Dignity** | * Understand person-centred care and can demonstrate treating people as individuals and respecting choices * Promoting independence and encouraging appropriate risk taking |
| **Everybody Counts** | * Ensuring no one is discriminated against or excluded * Understand human rights and impact on care delivery * Facilitating people to ‘speak up’ about concerns and acting upon them |
| **Commitment to Quality of Care** | * Striving for quality in everything we do recognising and understanding what quality in care means for people using the services * Being accepting about criticism and focusing on improvement * Being open to new opportunities for learning and identifying the limits of skills and knowledge |
| **Compassion** | * Treating people with kindness * Understanding the importance of empathy in all areas of employment * Understanding the values of others and always providing a caring service |
| **Improving Lives** | * Focus on how things could be done better and sharing ideas * Understanding of wellbeing and what is important to people using the service * Improving outcomes for people * Ensuring appropriate services are provided for people using the services |

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| **Company Values** |

***\*This section has been left blank intentionally for you to insert your company values.\****