Residential Care - Deputy Manager

Job Description & Person Specification

Residential Care - Deputy Manager

Salary: £30,225.00-£32,175.00

Hours: 37.5 – Monday – Friday plus on call

A/L entitlement: 28 days

Responsible to: Registered Manager

Purpose of role:

To ensure:

- Clients within the service receive the kindest and highest level of support and encouragement
- Workforce reporting to role are supported to achieve their tasks
- Families are treated with respect and their views are appropriately taken into account
- Registered manager for the service is fully supported

Mission Statement

The Orchard Trust supports the involvement, independence and development of people with learning disabilities

Values of the Orchard Trust

Kindness

Respect

Working together

Individuality

This job description, person specification and examples given are intended as a guide and are not an exhaustive list of duties, skills and behaviours necessary for the role. There will be a requirement to be flexible in line with changing needs.

Job Description for Residential Care – Deputy Manager

RESPONSIBILITIES

Leadership

- Full support to the Registered Manager to run the home in accordance with the Trust's values, policies and procedures
- Provide leadership support and guidance to team leaders and staff within the home
- Nurture, inspire and develop staff to meet expectations of performance and behaviours
- Demonstrate positive, proactive and innovative leadership throughout the Trust and externally
- Actively participate in all meetings, sharing best practice and continuously seeking improvement
- Provide full management cover in the absence of the Registered manager, seeking support from the Trust's wider management and consultants as required
- Be part of the Trust's on call rota

Management:

- Line manage, supervise and fully support staff within the Service
- Conduct staff interviews, supervisions and appraisals as required
- Maintain a good working knowledge of staff issues within service
- Support staff to minimise absence, managing it appropriately in line with Trust policies and procedures
- Support the attendance of staff at monthly Comms meeting and other meetings as required
- Undertake or assist in investigatory and disciplinary issues as required and ensure these are conducted and recorded in a timely manner
- Keep up to date with employment law changes, seeking assistant from SMT and external consultants as required
- Take on any role as the service requires during crisis periods or unforeseen emergencies
- Support the completion of regular quality audits and reports as required
- Protect and support the safeguarding of all Trust people from abuse and undertakes the correct procedures for reporting a safeguarding concern
- Actively participate in own supervision and appraisal meetings, and continual learning

Technical:

- Support clients to maintain positive relationships with family, relations and friends
- Oversee and ensure all client care plans, risk assessment and other care documentation is present, kept up to date and that staff are fully aware of how individual needs should be met
- Prepare for and attend client reviews as required
- Assist with assessments for prospective new clients
- Maintain a good understanding of profound and multiple learning disabilities along with Autistic spectrum conditions and are aware of new learning
- Understand and apply the principles of the MCA and DoLs. Ensure DoLs applications are made in a timely manner, reapplying as required
- Support the facilitation and completion of Respect forms for all of Clients in the service

- Ensure standards are maintained around safeguarding and that reports are made to the appropriate person in the appropriate way
- Ensure Client and service monies are managed in line with Trust policy
- Support the maintenance of legal and statutory compliance in all areas of home operation and delivery
- Suport the Registered Manager with the completion of the CQC Provider Information Requirement (PIR)
- Chair service meetings as required, be prepared to minute take as necessary and ensure they are distributed in a timely manner
- Hold and maintain good working knowledge of relevant legislation, regulators requirements and other relevant guidance to ensure the Registration remains compliant
- Support the maintenance of an effective rota systems, meeting the needs of the service while remaining within the service's staffing budget
- Actively participate or lead any projects agreed with the senior management team
- Work in a hands-on capacity when required or planned

Health and Safety:

- Support the Registered Manager, ensuring all periodic H&S audits are completed, signed off and any actions required taken
- Support the service's Health and Safety Representative to ensure that all H&S systems are compliant and uptodate, and support the H&S rep to attend meetings
- Ensure that the service is managed in line with Trust H&S Policies and Procedures and it is run in accordance with the requirements of all regulatory bodies.
- Ensure employees and visitors at the service are aware of their responsibilities; that they comply with Health and Safety Legislation and Trust policies and procedures.
- Be aware of welfare issues affecting the Services's personnel and be proactive in assisting and supporting them
- Promote a positive attitude towards the development and maintenance of a health and safety culture through all aspects of the Trust

Equality and Diversity:

- At all times promote the Trust's core values and an organisational culture which positively reflects best practice in equity and diversity issues and that meets the Trust's legal and ethical obligations
- Establish, enable and nurture a fully inclusive environment for staff, clients and their families

As users of the Disability Confident Scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for all advertised vacancies.

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Person Specification for Residential Care and Supported Living – Deputy Manager

- Provide consistent, calm leadership across your service, its activities and staff

Qualifications & Experience	Essential	Desirable
	NVQ 3/SVQ3(or working towards) in Health and Social care One years' experience at a supervisory level in a Health and Social Care setting for example as a Team Leader or Deputy Manager Hold a current full driving licence and have access to a vehicle Strong communication skills - orally, virtually and written, while maintaining confidentiality Computer literate with strong working knowledge of word processing, spreadsheets, email, databases, virtual meeting and other software formats Ability to build and maintain professional relationships, supporting multidisciplinary team working Experience of managing, leading, developing and supporting a staff team	Dip 5 in Health and Social Care Leadership IOSH Two years' experience as a Deputy Manager in a Health and Social Care setting Proven, effective team building skills Understanding of and ability to maintain service budget and safe management of client finances Working knowledge of Google Apps, Care Control, Access HR software

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Knowledge	Effective working knowledge of The Care Act 2014 Clear understanding of CQC's single assessment framework, KLOE questions, Skills for Care and other relevant bodies guidance Good understanding and application of employment law	Understanding of LA monitoring departments compliance requirements Good understanding of finance and ability to work within budgets
Behaviours	**What we are looking for**	**What this might look like**
Demonstrating the Trust's Values - **Kindness** **Respect** **Individuality** **Working Together**	Supports the Trusts values – recognising the need to align all work practices and processes accordingly. Empathises with people with different abilities, backgrounds and viewpoints Maintains confidentiality within Trusts policies and procedures Consistently maintains and promotes high standards, and ensure others meet these Has a positive attitude and inspires others Is someone who others can come to for advice and help	Has an open mind with a respectful, non-judgemental and non-discriminatory approach, treating others with dignity and respect Shows empathy and kindness to all, regardless of the situation Is resourceful in effective team management to maintain high quality provision Creates a happy a positive team environment Is consistently professional, shows integrity and is a reliable role model Reacts positively and flexibly to change, sometimes without much warning Welcomes colleagues who are looking for advice and help

	Works on own initiative and as an integral part of a team Able to make decisions and generate solutions to problems as they arise Communicates and listens effectively at all levels Accepts and provides feedback in a constructive and timely manner Approaches work with positivity and energy and thrives in a busy environment Able to conduct supervisions and appraisals effectively and constructively Maintains a calm and consistent approach at all times Provides and accepts feedback in a constructive and timely manner Recognise, respect and develop the contribution of others and celebrate their achievements	Speaks clearly and uses appropriate language with strong feedback and delegation skills Ensures communication of any type does not lead to inadvertently breaking a confidential piece of information Self-motivated and flexible to change, sometimes without much warning Encourages trust through own actions