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Deputy Manager

Job Description

Reporting to **The Registered Manager at Green Light PBS Ltd. Registered Care Homes**

Code of Conduct

A [Code of Conduct](#) applies to Adult Social Care Workers (and Healthcare Support Workers) in England, meaning workers should:

1. Be accountable by making sure you can answer for your actions or omissions.
2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times.
3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.
4. Communicate in an open, and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers.
5. Respect a person's right to confidentiality.
6. Strive to improve the quality of healthcare, care and support through continuing professional development.
7. Uphold and promote equality, diversity and inclusion.

Duties

- **Act in accordance with the Code of Conduct**
- **The care, safety & supervision** of people being supported by the company.
- **Act to meet the individual needs** of people supported by the company. Assist in the development of our understanding of those needs and how these should be best met.
- Develop **effective working relationships and communication** with colleagues, supervisors and other stakeholders.
- **Identify, report and minimise risks** to people
(e.g. risks to people being supported, to yourself, to colleagues and members of the public)
- Cooperate with the development & implementation of:
 - Company policies & procedures
 - Individual strategies, approaches and care plans aiming to safely and effectively meet people's needs
 - Plans, structures and routines agreed by the Registered Manager to ensure the safe and effective running of the home
- **Ensure the home is safe**, clean, tidy and well-maintained inside and out and that resources under your control are safe, well cared for and fit-for-purpose. (e.g. any vehicles provided)

Management, Coaching & Supervision duties

Leadership, management & administration of the home to ensure compliance with statutory regulations & company policies and procedures and alignment with company Mission.

Providing support and guidance to colleagues and people being supported by the company through participation in the company wide on-call system.

Reporting to the Registered Manager on any areas of need identified (e.g. safety, care, responsiveness, effectiveness, leadership, risk, safeguarding, etc) as well as areas of good or outstanding practice observed.

Setting goals with the Registered Manager to ensure high standards of safety and effectiveness are achieved.

Supporting colleagues to be suitably trained, competent & confident in their roles.

Active involvement in personnel/human resource activities under relevant policies and procedures:

- Coaching & nurturing colleagues under your supervision (e.g. Support Workers, Senior Support Workers)
- Recruitment & Selection
- Training & Informal Support
- Supervision & Appraisal
- Information Gathering & Investigations
- Involvement in Capability, Performance Management & Disciplinary Procedures

Completion and/or supervision of record keeping.

Staff rostering and rota management to meet commissioned support needs within or at agreed budget.

Nurturing colleague improvement and development by providing feedback on performance.

Liaison with people supported by the home and their friends/family and multidisciplinary team.

- Ensure you **keep timely, factual records**, including digital reports, logs and records which support the company's legal, reporting, quality and audit assurance obligations.
- Assisting the Registered Manager in ensuring the home complies with industry standards, requirements and regulatory recommendations. (e.g. The Care Quality Commission (CQC), The Health and Safety Executive)
- Respect the fact that the role will involve access to privileged information about the needs of vulnerable individuals, their families and representatives and that there is a need to respect and maintain **confidentiality**.
- Ensure that you maintain **personal integrity** and can be approached by employees with worries or concerns, knowing this will be dealt with professionally, in confidence.
- Ensure you are aware of, and adhere to company and local authority **safeguarding** standards, practices, policies and procedures.
- Ensure you are aware of, and adhere to **Fire and Health & Safety** regulations and fire evacuation procedures in any company premises.
- Ensure you attend **team meetings** so you are aware of current needs, team strategies, approaches and direction.
- Ensure you attend **training** to ensure you remain suitably trained, competent, confident. That you remain aligned with current best practice and capable of fulfilling your delegated responsibilities to required standards.

- Be prepared to **work flexibly**. As part of a team providing 24/7 support, this role involves undertaking a share of rostered evening, weekends, sleep-in shifts and bank holidays.
- Carry out any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading, as requested by your supervisor or their nominated other.
- Other tasks or activities not specifically covered by this job description. **Employment conditions can sometimes be unpredictable**. Working with people, particularly those with complex needs, learning disabilities and challenging behaviour, can create circumstances that team members need to adapt and respond to. Those best suited to this kind of work will be those who can adapt and be flexible and build a level of resilience in the face of such challenges.

Person Specification	Criteria		Assessed at	
	Essential	Desirable	Application	Interview
Qualifications				
To have an NVQ 2 in Health & Social Care or Equivalent.	✓		✓	
To have an NVQ 3 in Health & Social Care or Equivalent.		✓	✓	
Working towards/willing to work towards L5 Diploma in Leadership & Management in Care Services, or equivalent	✓		✓	✓
A relevant qualification in supervisory management		✓	✓	
Experience				
- Recent experience of learning disabilities, to include Autistic Spectrum Conditions and challenging behaviour.		✓	✓	
To have worked in a supervisor role within a previous social care setting	✓		✓	
To have customer service experience		✓	✓	
To have worked as part of a team	✓		✓	✓
To have a broad knowledge of the inspection and regulation framework	✓		✓	✓
Experience in planning meetings, implementing an agenda, chairing a meeting	✓		✓	
To have previous experience of;				
<ul style="list-style-type: none"> • Managing complaints. • Managing child or adult protection issues. • Recruitment & selection • Staff supervision & appraisal. • Managing budgets & accounts. 		✓	✓	✓

<ul style="list-style-type: none"> Leading & motivating teams. 			
Skills Leadership & management skills	✓		✓ ✓
Ability to complete written reports on a laptop or computer	✓		✓ ✓
Use of ICT equipment and programmes such as Word and Internet Explorer	✓		✓ ✓
Excellent listening, verbal and written communication skills	✓		✓ ✓
Personally resilient to the emotional challenges of working with people who display challenging behaviour or who have complex emotional needs. While we take appropriate steps to manage risks associated with stress, this is an intrinsically challenging occupation that will not be suitable to all.	✓		✓ ✓
Ability to plan and allocate staffing and other resources appropriately and develop teams accordingly.	✓		✓ ✓
Ability to manage costs in line with budgetary requirements.		✓	✓ ✓
To participate in the organisations on call system and be able to work and offer advice using own initiative and remain calm in challenging situations.	✓		✓
Excellent organisational and problem solving skills	✓		✓
Ability to follow written instructions and adhere to company policy	✓		✓
Proven ability to formulate care plans, placement and transition plans for people who use the service.	✓		✓
Personal qualities To recognise and respect the importance of diversity of individuals	✓		✓ ✓

Discreet, diplomatic and able to treat information confidentially	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Able to work as an effective member of the management team and able to communicate with all relevant parties in the required time frames.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tenacious and confident in delivering improvement with others.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
High levels of personal motivation with the ability to motivate others	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Committed to safeguarding and the provision of providing first class care for vulnerable people	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Pay attention to detail and with the ability to follow up and see actions through to completion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Able to work as an effective leader and able to communicate with all parties in the required time frames whilst delegating tasks to others.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other - Good health and work attendance records*	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Good stress tolerance levels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Valid driving licence and use of car	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Suitable physical fitness in order to move and implement physical interventions for individuals at times of high risk situations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

*Unless absence from work can be explained and validated where required