

Job Description

Deputy Manager

Accountable to: Registered Manager

Responsible for:

To lead and manage the home and take on the responsibilities of the Registered Manager in their absence

To share with other staff in meeting the personal care and social needs of Service Users in a way that values dignity and promotes choice, respect, participation and independence.

Below is an outline of your duties that you will be responsible for, these are not however exhaustive and there may be other comparable duties as directed by the management team. Working in a community may require you to work at alternative sites from time to time.

Responsibilities:

- Supporting the Manager to lead, direct, supervise and support the staff teams working within the care home in providing a network of services which can respond flexibly to the needs of individual Service Users
- Supporting the Manager to provide a high quality care for our Service Users
- Supporting the Manager to ensure proactive income generation to meet and exceed Company targets and maintain high levels of occupancy within the home
- Supporting the Manager to ensure that staff work to the defined Company quality standards and ensuring that statutory requirements and Company policy and procedures are implemented
- Working within a the regulatory framework

- Working/liasing with families and other professionals such as a GP's and Social Workers
- You will undertake the delegated appraisals and the effective supervision for all your staff team and the managers in their absence
- You will be responsible, as part of the senior team for the leading, directing and managing of staff.
- You will work with the Manager to recruit, retain, maintain and develop an effective staff team to create a good skill mix.
- You will ensure appropriate staffing numbers are met on each shift utilising base resources.
- You will work with the Manager to manage and address poor practice and deal with disciplinary issues.
- Supporting the Manager to deal with incidents and follows reporting procedures
- Under the guidance of the Manager to take specific responsibility of the team
- To establish and maintain effective communication and working relationships with colleagues and staff members to ensure effective service delivery is maintained
- To undertake spot checks and assess staff to ensure competent in accordance with nationally agreed standards
- To co-ordinate and supervise staff on each shift to ensure effective communication and high standards of care are delivered
- To plan, organise and lead team meetings for staff if required
- To ensure compliance with the organisations policies and procedures
- To establish a caring environment for Service Users through maintaining high standards of professional practice to promote dignity, respect, choice and self esteem for each individuality
- To contribute and participate in the effective investigation of complaints
- To assist Service Users with their personal care needs, including assistance with dressing, undressing, washing, bathing, toileting, cleaning teeth, nail care, shaving, hair care and all other personal care tasks stated in the care plan.
- To ensure that all care needs delivery meets the outcomes within the service User's individual care plans and contribute to the review process
- To help Service Users with mobility problems and other physical needs including continence and assistance with the use and care of aids/ adaptations and equipment
- To care for Service Users that are temporally sick and require support with various non nursing needs
- To help and care for Service Users whom have a terminal illness
- To help in the promotion of physical and emotional stimulus for Service Users through positive interaction by giving encouragement to engage in the homes

activity schedule and work with the Manager to enthuse and lead the staff to promote social events to maintain involvement within the home and Community.

- To undertake housekeeping, food preparation and service duties when required
- To support and promote good standards of health and hygiene, social skills and independence
- To communicate effectively with Service Users, using methods of communicating that they choose and which promotes their uniqueness and individuality
- To complete accurate and precise documentation
- To act as a key worker for identified Service Users, completing and keeping up to date with their care packages
- To administer medication if necessary and/ or deemed appropriate. (Only to be done after completing mandatory medication training and signed off by one of the management team)
- To work flexibly to meet the needs of the service, including participation in the organisation and staffing of out of hours duty system within the management team
- To implement the GSF programme within the home

Medication

- To ensure that the administration and monitoring systems are maintained in compliance with all current legislation and keep up to date with the quality management systems in place

Health and Safety

- Report any health and safety concerns to the duty manager, protecting the welfare of all visitors, staff and residents of the Care Community at all times including taking equipment out of action and placing notices on effected equipment
- To keep yourself and the other people in the community safe
- Maintain building security as instructed

Training

- To attend all training provided to you when requested
- To attend all staff meetings when requested

Deputy Manager



Key worker for:

Studio One
Studio Two
Studio Three



Mentor and Supervisor for:

HCA One
HCA Two

NHCA One
NHCA Two

Any other staff as requested by the Manger in their absence