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Job Description
Deputy Manager +

Location	
Reports To	Home Manager
Contracted Status	Permanent, Full Time Employee
Work Pattern	42 Hours per week

. **Purpose of the job**:

As a deputy manager+ it is recognised that there is more responsibility to support the service manager with the day to day running of the service. This includes running the home in their absence to allow them to perform additional duties.

To support the Service Manager in the day to day operation of the service, deputising as directed in their absence and to be responsible for the direct supervision and line management of support staff and any other staff as required by the respective service. Responsible and accountable for monitoring, maintaining and providing the highest standards of clinical and personal support and service delivery, while promoting independence and choice to the people we support.

To ensure that all safeguarding responsibilities are implemented in line with the organisations safeguarding and whistleblowing policies and procedures.

Key responsibilities

1. To ensure that person centred plans for people we support are assessed, planned, evaluated and implemented, consulting with and involving the person, as well as relevant others (e.g. family, support staff, health and social care professionals) where appropriate.
2. To manage the rota effectively and within the budget and safe staffing levels.
3. To be responsible for managing a team of support staff including daily and formal supervision, as required.
4. To ensure the provision and maintenance of a high quality, efficient service delivery which promotes independence by leading through example.
5. To delegate and allocate duties to support staff ensuring that guidance and supervision are given, constantly monitoring skills and identifying training needs.
6. To oversee the monitoring of teamwork areas and work practices to ensure safety and relevant legislation, policies, standards and guidance are followed and met.
7. To oversee the ongoing assessment of peoples needs (including assessment of new admissions) and to organise and manage the shift to ensure that the appropriate support is delivered; observing any change in their health and wellbeing and ensuring this managed and recorded in an appropriate and timely way.
8. To oversee and audit the ordering, safe storage and administration of medicines.
9. To ensure people are supported with their physical care, personal hygiene needs and daily life tasks and skills as identified in their person centred plan (PCP), ensuring that their independence is preserved and developed as far as possible and affording appropriate levels of privacy and dignity.
10. To ensure the support provided for people complies with the standards of care required by Dolphin Homes, the registering authority, and good practice. Deputy Managers will also be expected to facilitate/ empower people to become involved in aspects of the running of the service.
11. To be aware of the health and well-being of each person we support and to make appropriate referrals to other professionals/agencies as required.
12. To support and facilitate communication with their relatives, friends, professionals and other members of staff, in order to ensure the continuity of quality and safety in the provision of support.
13. To assist in the recruitment and induction of all new staff at the service.

14. To contribute to an effective programme of training, staff development and appraisal, including the maintenance of accurate records.
15. To undertake formal line management of staff as required in accordance with Dolphin Homes policy and regulatory requirements.
16. To work in partnership with others including colleagues in other teams at the service and wider organisation, as well as liaising with external health and social care professionals as required.
17. To participate in the 'on-call' procedures required at the service.
18. To be conversant with the financial constraints within the service and contribute towards the management of the overall budget.
19. To be fully conversant in the implementation of Dolphin Homes complaints, grievance and disciplinary policies and procedures.
20. To ensure infection control procedures are followed in line with Dolphin Homes quality assurance framework.
21. To comply with all health and safety policies and procedures.
22. To comply with Dolphin Homes and any local safeguarding and mental capacity act (MCA) policies and procedures.
23. To work within the regulatory compliance requirements applicable at the respective service.
24. To maintain an awareness of individual risk assessments relating to specific support needs, for example, dysphagia, mobility and safety.
25. To participate in supervision, staff meetings and training activities (including updates), etc. as required, sometimes off-site and out of normal hours.
26. To undertake additional responsibilities as requested by the Service Manager following the successful completion of specific training and personal skills development.
27. To undertake any other reasonable duties as requested.

Safeguarding Responsibilities

28. To support the managers to maintain a culture within the service where people's rights are respected and that they are protected from all forms of harm, abuse, and neglect, through strong and positive leadership.
29. To support the manager to fully implement the organisations safeguarding and whistleblowing policies, ensuring the staff team know them, know where to find them and that they follow them.
30. To report all safeguarding issues to the manager as soon they have been made aware and in their absence to your Area Manager.
31. To support the manager to ensure that where any harm is experienced by a person, they are made safe immediately and it is reported to the local authority safeguarding team without delay
32. In the absence of, or in partnership with the manager to attend and take part in safeguarding strategy meetings with external professionals
33. To ensure the next of kin of the person supported who is the subject of safeguarding is informed as soon as possible.
34. To ensure that all safeguarding alerts are reported onto CQC using the appropriate regulation reporting form
35. To ensure staff are adequately inducted in relation to safeguarding and whistleblowing.
36. Promote an open culture where staff and people supported feel safe and comfortable to report concerns without the fear of any reprisals.
37. To read, sign and comply with the organisations Fundamental Standards without exception.
38. To follow the Duty of Candour.

Specific requirements of the service Orchard Lodge

- Ensure peoples complex health needs are monitored and proactively ensure appointments, support plans and guidance are kept up to date.
- Ensuring the safe staffing levels and skill mix in the home are maintained by maintaining the rota.
- Supporting the manager with completing the monthly audits each month where the manager is not able to.
- Supporting at the area manager audits and internal inspections.

Person specification Essential requirements

- A level of professional development and registration as indicated by purchaser, regulator or Dolphin Homes (this may include level 5 leadership in health and social care qualification), dependant on location.
- To have experience of providing direct personal and social care.
- To have experience of communicating with professionals and other agencies.
- To have a thorough understanding of assessing personal support needs and how to write and review comprehensive personalised support plans to include risk assessment.
- To have a first aid qualification would be advantageous.
- To have experience of managing a team of support staff.
- To have experience of working with people who have physical and/or learning disabilities.
- Knowledge of health and safety.
- To be able to work flexibly in accordance with rostered hours.
- To participate in the on-call rota as required.
- To have experience of managing a budget.
- To have a genuine commitment to the values and ethos of Dolphin Homes.
- It is expected that staff will become fully conversant and maintain their proficiency in the use of PROACT SCiPr UK
- To maintain training appropriate to role

Key competencies and skills

- Demonstrate an empathetic and caring approach ensuring that dignity and respect is maintained.
- Demonstrate sound observational skills to identify potential or actual changes in health status of the individual.
- To have knowledge of people we support self-advocacy and empowerment.
- To be able to train, coach, motivate and develop staff.
- To have good interpersonal skills, able to communicate with people at all levels.
- To have good verbal and written communication skills in English and a good level of numeracy to be able to maintain accurate records.
- To have knowledge of health and safety procedures.
- To have well developed IT skills in standard Microsoft packages.
- Able to work under own initiative within role boundaries and as an effective team member being able to prioritise own workload and that of others, delegating work and prioritising activities as required.
- Able to work unsupervised, and to use initiative.
- Discreet and able to maintain confidentiality.
- To have an understanding of data protection and information governance

***This job description is subject to review and periodical adjustment*.**

Please complete the following to confirm that you have read and understood the content of this job description & keep a copy for your own records.

Employee Name		Signed		Date	
Manager's Name		Signed		Date	