

PJ09 - Job Description - Deputy Manager

VALUES BASED JOB DESCRIPTION AND PERSON SPECIFICATION	
Job Title:	Deputy Manager
Reports to:	Registered Manager
Job Overview: (Note: In addition to these functions employees are required to carry out such duties as may reasonably be required)	<ul style="list-style-type: none"> ▮ To positively support Mr Collin Doran 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 Mr Collin Doran ▮ 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 Mr Collin Doran, 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:	Solutions In Service, 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:	<ul style="list-style-type: none"> 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 Solutions In Service staff receive formal supervision and appraisals Oversee the duty rota monthly in advance ensuring the correct skills and numbers on duty
Working with Others:	<ul style="list-style-type: none"> Develop effective working relationships with all employees within Solutions In Service Work in cooperation with members of the multi-disciplinary teams to maximise opportunities for people in the service
Leading by Example:	<ul style="list-style-type: none"> Seek opportunities for personal and professional growth Work within the relevant Code of Conduct, e.g. NMC
Personal Responsibilities:	<ul style="list-style-type: none"> 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 Attend statutory training and any other training as directed by the management

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Person Specification

Specific Requirement for Qualifications	Essential	Desirable
Good English - Written and verbal	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Registered with relevant body, e.g. NMC	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Supervisory or management qualification commensurate with the role,	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Specific Requirement for Skills	Essential	Desirable
Proficient Written Skills		
<ul style="list-style-type: none"> Maintain all Care Plans/care records in accordance with Solutions In Service policy and audit care records following company policy to ensure compliance 	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Problem-Solving Skills		
<ul style="list-style-type: none"> Deputy Managers need to be able to adapt and address situations quickly. Plan, develop, implement and assess approaches to promote health and well-being, 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 Solutions In Service Conduct Mock Inspections of the service and action plan the shortfalls identified 	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Communication Skills		
<ul style="list-style-type: none"> To share in the co-ordination 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 Solutions In Service, including the ongoing evaluation of the training programme 	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Leadership Skills		
<ul style="list-style-type: none"> To share in implementing the Quality Assurance system and submission of reports to the manager To monitor, through direct observation and contact, the maintenance of daily routines and structures 	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

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Specific Requirement for Previous Experience	Essential	Desirable
Previous experience of working in similar environment	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Previous experience of working in similar supervisory role	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Experience of working with Service Users, in particular, those that may have additional support needs	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Knowledge of rota planning, ensuring adequate staff on duty with the correct skill mix and fair allocation of off duty/annual leave	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

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Value-Based Personal Qualities

Area	Specific Requirement
Working Together	<ul style="list-style-type: none"> Involve Service Users, family, external agencies & colleagues Speak up when things go wrong
Respect and Dignity	<ul style="list-style-type: none"> Understand person-centred care and can demonstrate treating people as individuals and respecting choices Promoting independence and encouraging appropriate risk taking
Everybody Counts	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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

Key Lines of Enquiry Table

Key Line of Enquiry (KLOE)	Supporting
S5 - How well are people protected by the prevention and control of infection?	✓
W2 - Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	✓

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