

JOB DESCRIPTION – Deputy Manager

This description gives an over view of the post, the key responsibilities and the context within which the post is offered. It is not intended to be an exhaustive statement of Terms and Conditions within Willcob Care

Post Details

Job Title:	Deputy Manager
Hours:	40 hours per week
Salary:	£25,000 per annum (Plus On-Call as required)
Report to:	Registered Manager

The Job

The Deputy Manager will provide management and leadership to a team of Senior Support Workers and Support Practitioners. They will be responsible for ensuring all current and newly referred individuals are properly assessed and that high quality, person-centred support is provided for all supported individuals. They will ensure support teams have the skills and competences required and will provide a developmental focus for practice. The Deputy Manager will ensure that all regulatory and contractual standards are met and exceeded.

They will be responsible for ensuring good communication channels are established and maintained to facilitate new referrals and joint working.

The Deputy Manager will be responsible for managing staff and delegated budgets in accordance with Willcob Care Policies and Procedures.

Key to the job is adopting a proactive approach to achieving a positive, engaging, promotional and relationship building role with Local Authorities and all other stakeholders

Key Responsibilities

1. Manage and co-ordinate day-to-day activities within the service.

- Ensure that all services are delivered within the framework of Willcob Care core values and in line with Willcob Care Policies and Procedures.
- Ensure that services are of a standard which meet and exceed standards set by regulatory bodies, including the National Care Standards, NICE standards, NMC guidelines, CQC guidelines, and contractual obligations.
- Deploy staff in a way which maximises cost efficiency whilst meeting the demands of the people we support.
- Undertake administrative tasks as required e.g. in relation to staff records, management returns and maintaining records, as required.

- Monitor all financial matters relating to the service in accordance with finance policies and procedures. Contribute to the management of the budget for the area and take corrective action, where appropriate.
- Liaise with external professionals, individuals and families as required to ensure that the needs of the people supported are reviewed regularly and plans developed so that we continue to meet their needs.
- Ensure that effective referral protocols and practices are in place to enable speedy and positive responses are provided to meet new demands.

2. Ensure good practice within services.

- Ensure that appropriate person-centred support arrangements are in place for each individual supported and reviewed, as per policy.
- Implement and monitor quality assurance strategies and documents, actively promoting a culture of continuous improvement.
- Actively promote and support inclusion, ensuring that individuals are supported to participate in community and work opportunities according to their interests and wishes.
- Provide coaching and mentoring to staff.
- Ensure health and safety requirements are met within services and comply with Health & Safety Legislation.
- Plan and implement service development along with the Registered Manager.

3. Management of teams and individuals

- Contribute to the recruitment, appointment and induction of staff through effective use of WILLCOB CARE Safer Recruitment Policy.
- Manage and support staff in line with WILLCOB CARE Policies and Procedures, including supervision, absence management, disciplinary and grievance issues.
- Promote and support effective team working through good communication and regular team meetings.
- Identify individual and team learning and development needs and plan to meet these in conjunction with learning and development staff.
- Participate in the delivery of training as agreed by the Registered Manager and Learning & Development staff.
- Effectively identify and contribute to learning and development activities including meeting organisational targets for NVQ achievement.

4. To establish and maintain effective communication

- Develop and maintain effective communication systems within the team.
- Ensure regular team meetings are held.
- Ensure regular planning and reviews are carried out for all individuals supported.

- Ensure effective representation and joint working with key agencies, families and individuals.
- Establish and maintain processes for facilitating new referrals.
- Promote the organisation in a positive manner

5. Additional Duties

- Participate in the On-Call system.
- Work flexibly to meet the needs of the service, carrying out shifts if necessary.
- Deputise for the Registered Manager, as required.
- Undertake additional activities such as attendance at conferences and involvement in project groups to further individual and organisational development.
- To undertake other reasonable duties within your professional capabilities

PERSON SPECIFICATION – DEPUTY MANAGER

ATTRIBUTES	ESSENTIAL	DESIRABLE
Education, Qualifications and Training	<p>Hold Level 3 or 4 Diploma in Health & Social Care or equivalent</p> <p>Hold or working towards Level 5 Diploma in Health & Social Care or equivalent</p> <p>Or</p> <p>2 years proven experience in a relevant specialist service</p> <p>Full Driving Licence</p>	<p>Degree level in Management or Health and Social Care management</p> <p>A Social Work, Occupational Therapy, Qualification</p>
Experience	<p>Minimum two years management experience in social care</p> <p>Experience of supervising staff and co-ordinating support provision.</p>	<p>Working with people who display challenging behaviour.</p> <p>Experience of working with Mental Health clients</p> <p>Experience of working with other agency's staff.</p>
Knowledge	<p>An insight into medical, social conditions and interventions relevant to the service user group</p> <p>Knowledge of quality monitoring and assurance measures, Positive Behavioural Management, Functional Analysis.</p> <p>An understanding of health and safety matters relevant to the Health and Social Care arena and the associated reporting systems</p> <p>Knowledge of Health and Social Care Act 2008</p> <p>Understanding of CQC guideline and KLOE</p> <p>Mental health awareness</p> <p>Data Protection Act 1998</p> <p>Comprehensive knowledge of MCA/DoLs</p>	<p>GDPR knowledge</p> <p>Knowledge of employment law</p>
Skills	<p>Effective listening, verbal and written communication skills</p> <p>Ability to articulate oneself</p> <p>Effective leadership and motivational skills</p> <p>Ability to supervise and delegate work effectively</p>	

	<p>Effective organisational skills as demonstrated by achievement of deadlines, priority setting, maintenance of accurate records/care plans etc</p> <p>Ability to plan rotas/shift patterns in line with the needs of the service</p> <p>Effective working whilst under pressure, maintaining control and confidence</p> <p>Ability to manage and record service users' monies</p> <p>Excellent problem-solving skills, with the ability to resolve conflict using own judgement</p> <p>Ability to present clear written reports and guidelines where necessary</p>	
Qualities/Abilities	<p>Ability to empathise with people from all backgrounds</p> <p>Ability to provide sound practical judgements for the care of service users</p> <p>Ability to build friendly and supportive relationships with service users and their relatives and friends</p> <p>Ability to plan and assist service users in gaining access to services, the community and vocational facilities</p> <p>Monitoring and implementation of standards of good practice</p> <p>Ability to work on own initiative, part of a team and be self-motivated</p> <p>Willingness to be flexible and adaptable to change Ability to identify and meet own personal development and provide development opportunities for staff</p> <p>Proven ability to carry out difficult conversations with people, adapting style and approach as necessary</p>	
<p>I hereby accept the terms as stated on the Deputy Manager job description</p> <p>Printed Name</p> <p>Signature</p> <p>Date</p>		