Job Description

Job Title	**Deputy Manager**
Reporting To	**Registered Manager**
Accountable To	**Regional Manager**

Main Purpose

When acting as Deputy Manager you continue to be responsible for all duties set out in the Support Worker, Shift Leader and Senior Support Worker job descriptions. However, the role of Deputy Manager carries considerable additional responsibility and must be undertaken in the clear knowledge of this additional responsibility and accountability.

The Deputy Manager supports the manager to:

- Ensure the staff team enable the people we support to lead a valued and fulfilling life, maximising their rights as members of the local community.
- Maximise the potential ability of all individuals, physically, intellectually, emotionally and socially, whilst working in accordance with the company's philosophy of care, values, policies and procedures.
- In the absence of the manager take overall responsibility for all aspects of running of the service.

Key Responsibilities (Duties not exhaustive)

1. Support and deputise for the manager in the day-to-day running of the service, ensuring that high standards of care and support are maintained.

2. Adhere to all requirements and regulations, whilst continuously monitoring, assessing and improving the quality of service provision to the people we support.

3. Support the manager to ensure that:
    - Each individual has a key-worker, detailed support plan and effective risk assessments and guidelines.
    - The people we support have reviews within specified timescales.
    - Information for reviews is prepared in a timely manner and well presented.

4. Actively support the planning and implementation of rota systems to ensure adequate staffing levels are in place, proactively resolving any shortfalls and reporting these if required.

5. Under the direction of the manager, co-ordinate all matters relating to medication, ensuring all procedures are rigorously followed and all support staff are appropriately trained.

6. Promote positive internal communication and supportive working relationships with the people we support.

7. Support staff to maintain strong communication and professional relationships with purchasers, health professionals, other agencies, relatives and neighbours.

8. Maintain an appropriate balance between management and 'hands-on' work, meeting the needs of the individual's we support.

9. Flexibility to work irregular hours, such as early mornings, evenings, weekends, nights, sleep in's and on calls.

10. Support the assessment of potential new individuals, guided by the assessment and referrals team.

11. Facilitate regular meetings for the staff and people we support, maximising opportunities for people to be involved in all aspects of their home. Feedback any issues to the manager and take appropriate action.

12. Ensure that the building is well-maintained and provides a safe and stimulating environment for people. Undertake regular Health & Safety monitoring and risk assessments and ensures compliance with all relevant Health & Safety legislation.

13. Support the manager to monitor and manage budgets, including petty cash, the effective use of

staffing, and people's finances with adequate safeguards in place.

14. Check and maintain equipment, vehicles and property.

15. Participate in holidays for the people we support.

16. Participate fully in the on-call rota for the service, which includes covering staff shortfalls.

17. Monitor the staff team and the support they provide to ensure individuals are supported effectively, and have their needs met in a positive and proactive way.

18. Support the staff team to deliver a quality service, ensure awareness of the need to develop, implement, review and update person centred support packages, agreed with individuals. Ensure accurate record keeping.

19. Work alongside the manager to manage the recruitment of high quality staff. Proactively support the manager with inductions, supervisions, staff development (including appraisals and probation reviews), performance management and training. Liaise with the manager to take appropriate action when staff performance falls below acceptable levels.

20. Provide staff with appropriate support, information and training to enable them to effectively deliver their roles. Ensure staff adhere to all policies and procedures.

21. To assist the Registered Manager/Regional Manager with HR matters as they arise in the service.

22. To assist the Registered Manager/Regional Manager with internal and external audits and compliance visits as they arise in the service.

23. Adhere to the company code of conduct and be a positive ambassador for the company at all times.

24. Keep own learning and development up to date and attend training courses as required.

25. In the absence of the manager, attend the regional monthly managers meeting.

26. Work positively in partnership with all other departments.

Additional Duties

It is the nature of the work that task responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way when the occasion arises in order that tasks which are not specifically covered in their job description are covered.