

## Job description

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| <b>Job Title</b>        | <b>Deputy Manager</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Reports to</b>       | <b>Registered Manager</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Responsibilities</b> | <ul style="list-style-type: none"> <li>• Support and deputise for the Manager in the day-to-day running of the home, ensuring that high standards of care and support are maintained.</li> <li>• Adhere to all requirements and regulations, whilst continuously monitoring, assessing and improving the quality of service provision to people we support.</li> <li>• Support the Manager to ensure that:               <ul style="list-style-type: none"> <li>- every person we support has a key-worker, detailed support plan and effective risk assessments and guidelines</li> <li>- people we support have reviews within specified timescales</li> <li>- information for reviews is prepared in a timely manner and well-presented</li> <li>- all teams are actively engaged in the Wheel of Engagement</li> </ul> </li> <li>• 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.</li> <li>• Under the direction of the Manager, co-ordinate all matters relating to medication, ensuring all procedures are rigorously followed and all team members are appropriately trained and assessed for competency.</li> <li>• Promote positive internal communication and supportive working relationships with people we support.</li> <li>• Support staff to maintain strong communication and professional relationships with purchasers, health professionals, other agencies, relatives and neighbours.</li> <li>• Support the assessment of potential new individuals, guided by the assessment and referrals team.</li> <li>• Facilitate regular meetings for team members 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.</li> <li>• 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.</li> <li>• Participate in holidays for people we support.</li> <li>• Monitor team members and the support they provide to ensure individuals are supported effectively, and have their needs met in a positive and proactive way.</li> <li>• Support the team members 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.</li> </ul> |

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|                         | <ul style="list-style-type: none"> <li>• Work alongside the Manager to manage the recruitment of high quality team members. Proactively support the Manager with inductions, supervisions, team member development (including annual development reviews, career development annual assessments and probation reviews), performance management and training. Liaise with the Manager to take appropriate action when staff performance falls below acceptable levels.</li> <li>• To assist the Registered Manager/Regional Manager with HR matters as they arise in the service.</li> <li>• To assist the Registered Manager/Regional Manager with internal and external audits and compliance visits as they arise in the service.</li> <li>• It is the nature of the work that task responsibilities are in many circumstances unpredictable and varied. All team members 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.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Accountabilities</b> | <ul style="list-style-type: none"> <li>• When acting as Deputy Manager continue to be responsible for all duties set out in the Support Worker and Practice Lead 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.</li> <li>• The Deputy Manager supports the Manager to:             <ul style="list-style-type: none"> <li>- Ensure the team enable people we support to lead a valued and fulfilling life, maximising their rights as members of the local community</li> <li>- 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</li> </ul> </li> <li>• In the absence of the Manager take overall responsibility for all aspects of running of the service.</li> <li>• In the absence of the Manager, attend the regional monthly managers meeting.</li> <li>• Provide team members with appropriate support, information and training to enable them to effectively deliver their roles. Ensure team members adhere to all policies and procedures.</li> <li>• Ensure that the building is well-maintained and provides a safe and stimulating environment for people. Undertake regular Health &amp; Safety monitoring and risk assessments and ensures compliance with all relevant Health &amp; Safety legislation.</li> <li>• Check and maintain equipment, vehicles and property.</li> </ul> |

## Person Specification

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| <b>Knowledge and Experience</b>          | <ul style="list-style-type: none"> <li>• Experienced in maintaining an appropriate balance between management and 'hands-on' work, meeting the needs of people we support.</li> <li>• Ability to work positively in partnership with all other departments.</li> <li>• Experience of budget management. The Deputy Manager will be required to support the budget holder to ensure compliance with budget requirements.</li> <li>• Experience with Shift management. The Deputy Manager will be required to;               <ul style="list-style-type: none"> <li>- create safe rotas under supervision</li> <li>- give effective feedback to other team members</li> <li>- deal with and escalate safeguarding issues</li> </ul> </li> <li>• Ability to review training compliance and book appropriate training as required.</li> <li>• Understanding and experience of recruitment practices and to assist with recruitment and induction of new team members.</li> <li>• Demonstrable experience of team working. The Deputy Manager will be required to;               <ul style="list-style-type: none"> <li>- mentor new team members</li> <li>- run team meetings unsupervised</li> <li>- identify shortfalls in the culture and attitudes within the team and address these in order to ensure people are being supported</li> </ul> </li> </ul> |
| <b>Qualifications &amp; Requirements</b> | <ul style="list-style-type: none"> <li>• Level 3 in Adult Care or equivalent</li> <li>• Basic Life Support / First Aid trained</li> <li>• An interest in further development. As Deputy manager you may be invited to complete our 'Great Manager Academy'.</li> <li>• Flexibility to work irregular hours, such as early mornings, evenings, weekends, nights, sleep in's and on calls.</li> <li>• Participate fully in the on-call rota for the service, which includes covering staffing shortfalls.</li> <li>• Adhere to the organisation's Code of Conduct and be a positive ambassador for Achieve together at all times.</li> <li>• Keep own learning and development up to date and attend training courses as required.</li> <li>• Working within our deaf services, BSL Level 1 qualification - desirable</li> <li>• This role will require a satisfactory enhanced DBS check.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                       |



### **Being brave**

We are creative and confident,  
empowering the people we  
support and our teams to  
achieve amazing things.



### **Having fun**

We get the most out of  
every day and celebrate our  
achievements and success.



### **Making things happen**

We get the most out of  
every day and celebrate our  
achievements and success.



### **Valuing everyone**

We value the unique talents  
of every individual and work  
together to help everyone  
achieve their full potential.