

Deputy Manager Job Description

Working hours will be based on 40 hour working week, plus overtime.

On call duties and rate is separate and not included in your working hours. Flexible working availability is required. Every other weekend is required.

The Deputy manager will be responsible for managing staff and delegating in accordance with policies and procedures.

Key job is adopting a proactive approach to achieving a positive, engaging, promotional and relationship building role with local authorities, staff and service users and works directly under the supervision of the registered manager and deputy managers.

Community and office-based work will be key part of your job role. Developing effective working relationships within the service and outside parties is essential to this job role.

Area Manager performs many of the following tasks:

- To deputise for the function of the registered manager during their absence, while, always, supporting decisions made by the registered manager.
- Ensuring all recording systems and organisational documentation is of a high standard and kept up to date.
- Be responsible for promoting and protecting the welfare of those individuals supported by the service.
- Implementing business procedures and have a good understanding of the policies and procedures.
- Assisting general managers such as the seniors and support to the registered manager to ensure we have safe and well lead service.
- Maintain quality standards in your area and promote across the board when in other areas.
- Training employees and support staff with their job role.
- Preparing reports
- Attending meetings and completing daily hand over with all seniors.
- Providing effective leadership and support. Delegation of tasks to seniors and ensuring these are completed, you will also be completing these.
- Signing of supervisions/ PDPs.
- Spot check auditing
- Mar chart audit checks and sign off.
- Medication investigations ensuring this has been dealt with appropriately and then given to Registered Manager.
- Ensure compliance each morning and good communication to staff and service users for example if staff running late communicate this try cover some calls for smoother running of the service.
- Good communication skills with service users, NOK etc, staff and including other professionals.
- New staff compliance and support is given. Shadow shifts are completed and signed off.
- Hospital checks – including hospital discharge with senior management/ yourself. Good communication.
- Staff and service user retention- must have I can do attitude.
- Events checked actioned and signed off, been appropriately completed – evidence shown.

- SS/OT/DN referrals including chasing up these visits.
- Additional risk assessments are completed.
- Shift covering will be a big part of this role too, along with aim to grow your area and recruit new staff.
- Dealing with Investigations and complaints including emergency situations and responding quickly and effectively.
- Disciplinarys may be required this will however be guided by the registered manager.
- Oncall duties (Least one weekend a month) plus holiday cover and emergency covering. Every other weekend will be community based and emergency cover (this won't be put on rota as rapid but on call will know you are free to then work if needed in line with the same hours)
- Working with local authorities such as social workers, OT, and other health care professionals. Arranging meetings if required.
- Supervisions of your care managers and including some staff when required and if necessary.
- CQC and PAMMS preparations, including completing mock cqc inspections.
- Business growth including offering of packages of care.
- Working to a monthly Personal development plan and goals/targets each month.

Skills/ Requirements

To have a minimum of level 3 in health and social care or working towards one.

- Have good communication.
- Good time management is required of you to ensure goals are completed each day.
- Stress management skills- this will include your team and service users.
- Problem solving including decision-making. Being able to address situations quickly. Plan, develop implement and assess approaches to promote health and welling, whilst recognising and reporting situations where there might be need for protection.
- Promote the effectiveness of resolution of team conflicts.
- Mentoring- including supporting care team with NVQ's and Diploma's.
- Always maintaining professionalism
- Being confident
- Being the deputy manager, you will also be required to complete any additional training and gain any qualifications that the company feels would be beneficial.
- Maintain all support plan/care records in accordance with the service policy and audit care records following company policy to ensure compliance.
- Rota knowledge, rota planning, ensuring adequate staff on duty with correct skills and mix and fair allocation off-duty/annual leave.

Benefits

- Performance related bonus will be discussed after the first 6 months then annual review.
- Blue light card reimbursed
- Use of fuel card to cover costs when completing rounds including meetings and travel if applicable.
- Paid 28 days annual leave per annum. (April – April)