**job description**

**DEPUTY MANAGER**

**JOB SUMMARY**

To support the Registered Manager in appropriately managing the service in line with the Code of Conduct and Policies and Procedures.

To share on a delegated basis the management duties within the service and to support the Registered Manager in taking responsibility for supporting service users and managing the resources designated to the service.

**RESPONSIBILITIES**

**1. Service Users**

* To ensure that appropriate care and support is provided to service users in a way that demonstrates a person centred approach towards service users to enable them to live independent and fulfilling lives. Ensuring that the interests of the service user are central to what happens in the service whilst ensuring their views are respected and where appropriate and safe to do so, acted upon. To ensure the service user has a clear voice in relation to how they live their lives and what outcomes they are seeking.
* To support the Registered Manager to manage in a way that ensures the privacy, respect and dignity of the service user at all times and to create a culture, which recognises the Equal Opportunities of all.
* To contribute to the assessment of individual service users’ needs in order to assist individuals to secure the appropriate levels of resources and support to enable them to lead a fulfilling and active life.
* To assist in the development and maintenance of a happy, stimulating and safe environment for all service users.
* To work with the Registered Manager to maintain a high level of service user support at all times.
* To be, on a delegated basis, responsible for ensuring all records relating to service users and their progress are accurate and updated in such a manner as to ensure a high quality end product is available at all times.
* To be responsible, on a delegated basis, for implementing and maintaining outcome led planning and to demonstrate through accurate record keeping that appropriate service user goals have been set and met.

**2. Staff**

* To manage, supervise and motivate team members and to undertake delegated management duties in the absence of a Registered Manager.
* To provide management, supervision, support and guidance to your team.
* To promote a team approach so as to ensure continuity of care and ensure that staff responsibilities are fully implemented.
* To be responsible, on a delegated basis, for arranging training of self and the staff in your team.
* To ensure that all team members under your management understand and carry out their delegated responsibilities to a consistently high standard.
* To ensure the effective deployment of staff in your service and contribute to the efficient and effective deployment of staff across the organisation in line with direction from your manager.
* To participate in recruitment and selection processes, as requested by the senior management team.
* To attend internal or external case conferences, reviews and meetings, as required.

**3. Professional Conduct**

* You are required to conduct yourself at all times in a professional manner and to ensure that your appearance is appropriate and commensurate with the dress code.
* To follow the code of conduct.

**4. Confidentiality**

* Maintain confidentiality.
* The nature of the work within the Service entrusts staff with confidential information about people with autism Learning Disability and other complex behaviours, their families, carers and staff. Any breach of confidentiality may constitute gross misconduct.

**5. Administration**

* To be responsible, on a delegated basis, for ensuring that all service user and service records are kept fully up to date as required and to ensure that all events and activities are fully evidenced providing a complete audit trail and to undertake administrative, and health and safety duties as delegated, by either policy or management. These documents may include:
* Person centred plans.
* Medication records;
* Vehicle checks;
* House safety checks;
* Completing incident accidents records on Rivo in a comprehensive manner;

**Other relevant functions.**

* To be responsible, on a delegated basis, for the correct administration and record keeping for all service users’ medications in line with the current medication policy, and complete associated records in a full and accurate manner as required in the policy document. In addition to be responsible for ensuring annual health checks are carried out and service users are supported to make appropriate use of GP, dentist, chiropody and opticians services.
* To be responsible, on a delegated basis, for ensuring the service budget is managed within the given budget. Any variances are noted, investigated and reported to the appropriate person in a timely manner.
* To be responsible, on a delegated basis, for all financial records, including service users’ personal allowances and service budgets, are properly managed, documented and updated so as to satisfy any necessary audit.
* To be responsible for supporting the Registered Manager in ensuring you and your staff team comply with Fire and Health & Safety policies in relation to the service.
* You will be responsible, on a delegated basis, for ensuring the house vehicles are checked regularly and maintained to the required standard, kept in a clean and safe condition serviced at regular intervals and driven in a safe manner.
* You will be responsible for supporting the Registered Manager in ensuring that all house maintenance defects are notified promptly to Maintenance and rectified in a timely manner.
* Be aware of company policies and procedures and ensure requirement are incorporated into practice.
* Ensure effective and clearly documented handover systems are maintained to facilitate the effective transfer of information between staff and shift.

**6. General**

* To be responsible, on a delegated basis, for aspects of resource and resource allocation to ensure that good systems for budget management is in place and maintained.
* To undertake the full range of care duties, including being on rota when required.
* To participate in the on-call system.

**Other Responsibilities**

* To maintain good relationships with outside agencies and the general public in order to uphold MHC’s image and win increased support for its work.
* Contribute to a team ethos across the organisation at all levels and all responsibilities and ensure that your conduct at all times does not conflict with professional expectations.
* Carry out any other duties commensurate with the post as requested by your Line Manager or by a higher level of authority.

**Please Note:**

**This list is not exhaustive**

**If the post-holder is unclear with regard to any of the above, they must discuss and seek clarification from their Line Manager at the earliest opportunity.**

**ADDITIONAL INFORMATION**

The following supplementary information will form part of your job description.

Codes of Professional Conduct:

Staff are required to abide by the all relevant Com

**Confidentiality:**

Information relating to patients, employees and business of the Company must be treated in the strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. All staff must operate within the requirements of the Whistleblowing Policy.

**Health & Safety:**

Employees are required to ensure they are aware of, and comply with, policies and procedures relating to Health & Safety (whether statutory or Company), and assist in ensuring the compliance of other staff.

**Equality & Diversity:**

The Company is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment or pregnancy/maternity. We fully support the right of all staff to equal opportunities and are committed to the development of a diverse workforce.

**Policies:**

It is the responsibility of staff to be familiar with Company policies that affect them, and work within the scope set out in them. Managers are responsible for ensuring staff know of, and work within the Company’s policies, procedures and protocols.

**NOTE: Notwithstanding the detail within the job description, the post holder will undertake such duties as may be determined by the Company from time to time, up to or at a level consistent with the principal responsibilities of the post.**

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| **Education and Qualifications** | **Essential (E) / Desirable (D)** | **Method of Assessment** |
| * **QCF 3** **Level 3 Health & Social Care Diploma or equivalent.** | **D** | **Application** |
| * **Evidence of personal and professional development** | **E** | **Application/Interview** |
| **Knowledge and Experience** |  |  |
| * **Understand care planning processes and have experience of writing care plans** | **E** | **Application/Interview** |
| * **Experience of working with service users with various mental health needs and learning disabilities.** | **E** | **Application** |
| * **Leadership Experience** | **E** | **Application/Interview** |
| **Skills & Abilities** |  |  |
| * **Good organisational skills** | **E** | **Application/Interview** |
| * **Good supervisory skills** | **E** | **Application/Interview** |
| * **Good communication skills both written and verbal** | **E** | **Application/Interview** |
| * **Ability to contribute to, monitor and implement change that improve service delivery and outcomes for residents** | **E** | **Application/Interview** |
| * **Ability to plan, allocate & delegate work appropriately** | **E** | **Application/Interview** |
| * **IT Literate** | **E** | **Application** |
| **Personal Attributes** |  |  |
| * **Ability to be flexible with regard to working hours** | **E** | **Application/Interview** |
| * **Builds effective and credible relationships both internally and externally** | **E** | **Application/Interview** |
| * **Works collaboratively with other sharing ideas and information at all times** | **E** | **Application/Interview** |
| * **Effectively builds trust with a consistent approach between actions and words** | **E** | **Application/Interview** |
| * **Has the ability to raise standards through innovation and new ideas** | **E** | **Application/Interview** |
| * **We will take responsibility for issues and resolve them** | **E** | **Application/Interview** |
| * **Able to cope in difficult situations with tact and diplomacy** | **E** | **Application/Interview** |
| * **Ability to build rapport and positively influence others** | **E** | **Application/Interview** |
| * **Ability to inspire professionalism** | **E** | **Application/Interview** |