

# **JOB SPECIFICATION**



**Job Title:** Deputy Manager (Residential Care Homes)

**Responsible to:** Registered Manager

**Responsible for:**

This post involves responsibility for a small home or a unit which is part of a larger establishment, and will entail deputising for the Registered Manager and managing and running the establishment in their absence. In addition the post holder will hold responsibilities for maintaining a high standard of care, staffing, managing budgets, resources, the fabric of the buildings and the health and welfare of residents. Along with the Registered Manager the post holder will be responsible to operate according to the standards and legislation set by regulatory bodies and including the CQC, internal Cygnet Health Care quality standards which will include undertaking regular audits and reviews of all systems.

**Summary of responsibilities:**

**Managing service delivery**

- 1 To ensure that good quality working relationships are built and maintained between residents and staff at all levels and that withdrawal from these relationships is done appropriately.
- 2 To evaluate the risk of and to protect the residents, from, threats to their health, welfare and normal development, both from inside and outside the Establishment. This will involve promoting residents awareness of personal safety. It may require you to act as a 'Designated Person', strictly following the Code of Practice and Child/Adult Safeguarding Policy and Procedures for reporting suspected abuse.
- 3 To use the establishment's residential community as a means of support and social learning for the residents. This will involve managing individuals through procedures, norms and activities so that it provides an enjoyable and positive experience.
- 4 To ensure that residents carry as much responsibility for their own lives as they can reasonably and demonstrably be able to, keeping them informed of their circumstances and rights, involving them in planning their lives, and supporting them and helping them towards taking greater control and responsibility in daily activities.
- 5 To create and develop links between the home and local community, so that residents can play a full and appropriate part in the life of the community.
- 6 To ensure that all stages in the stay of residents, including admission, leaving and other times of change, are properly explored, planned and managed, with the appropriate involvement of parents, placing authorities and the residents themselves and reflect decision recorded in care plans.

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- 7 To be responsible for ensuring that each residents specific needs are met, such as:
    - Medical and dental attention;
    - Medication;
    - Personal hygiene;
    - Dietary requirements;
    - Religious observance;
    - Culturally significant activities.
  - 8 Actively promote positive aspects of behavior ensuring that all staff manage unwanted behaviors strictly in accordance with policies. This will involve monitoring practice to ensure that there is an emphasis on proactive strategies and only prescribed reactive interventions are used with individual residents.
  - 9 Assist with planning of the on-call duties, and undertake on call duties as delegated.
  - 10 To follow a work pattern as required to fulfill the role effectively which may include nights, evening and weekends. Carry out unannounced night time visits as required.

### **Managing Staff**

- 11 To provide leadership, guidance and management, communicating a clear sense of direction which staff understand and are able to relate to the aims and purpose of the home.
- 12 Ensure that staff have current job descriptions and understand their own and others roles and responsibilities.
- 13 To be responsible for the deployment and management of staff on a day to day basis, including and devising and maintenance of rotas for same.
- 14 To be responsible for personnel procedures for staff including recruitment and selection, staff welfare, offering support at times of stress, managing sickness absences and for disciplining of staff all in strict accordance with Policies and Procedures.
- 15 To ensure that the performance of all care staff is monitored, that they receive regular supervision and are appraised annually to the standards prescribed by the Group.
- 16 To contribute fully to making work teams effective by striving to build positive relationships. You must give and receive constructive feedback aimed at developing the quality of relationships and performance.

- 17 To liaise with the Registered Manager to ensure that staff are appropriately provided for in the establishment's training plan, and to ensure that all staff are aware of the Group's commitment to the training and development of its staff and that they participate in all training as necessary to perform their respective roles.
- 18 To ensure that care staff use the communication network effectively and apply the appropriate level of confidentiality. This will involve maintaining good communication systems, including emails; handovers; log books; diaries; notice boards and staff meetings.
- 19 To ensure the development within the Establishment of effective systems and procedures to facilitate the achievement by all care staff of QCF in care, to a minimum of level 3 including agreeing action plans with the team and individuals.
- 20 To manage budgets within the figures and guidelines laid down. This includes contributing as required to the preparation of budgetary estimates and auditing expenditure on a regular basis, providing relevant financial information to your line manager.
- 21 To monitor ongoing expenditure including the use of bank/relief staff and overtime and to alert the line manager if budgets are overspent.
- 22 To ensure that staff operate financial systems within the required guidelines, such as petty cash or ordering supplies.

### **Managing Resources**

- 23 To create and maintain a homely setting with which residents can identify.
- 24 To maintain a safe environment, complying with health and safety and other legal requirements.
- 25 To ensure that all parts of the establishment environment are appropriate and sensitive to the needs of the residents being looked after.
- 26 To maintain the fabric of the building, its grounds and equipment in good condition, encouraging staff and residents to care for their surrounding and make best use of the available resources.

### **General**

- 27 To attend for work reliably and punctually.
- 28 To know where to access Group policies and to be aware of and follow their contents.
- 29 To remain vigilant and do everything possible to protect residents and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature.

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This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect.

- 30 To develop own practice through the supervision and appraisal process, ensuring your training needs are identified and addressed.
- 31 Use an appropriate level of confidentiality where personal information is involved with regard to both students and employees.
- 32 To ensure that people with whom you have contact have equal opportunities, to acknowledge their individual differences and uphold their rights and responsibilities, including the right not to be discriminated against, as set out in law and by Group policies.
- 33 To contribute fully to effective team working by striving to build and maintain positive relationships.
- 34 To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.
- 35 Devise and circulate protocols for quality audit and compliance management of unusual conditions.

### **Health & Safety**

- 36 To contribute to the maintenance of safe and secure learning and care environments. This includes taking the appropriate action in the event of an emergency.
- 37 A duty exists (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to evaluate and take action to reduce the risks. It is expected that you comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk.

### **Safeguarding**

It is everyone's responsibility to ensure that everything possible is done to protect individuals in our care from abuse of a physical, sexual, neglectful, financial or institutional nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect.

### **The contribution of this role:**

The way in which this role is carried out will have a direct and highly significant effect on the quality of the entire service provided by the company, and bear directly on how well-equipped staff feel to carry out the jobs they are employed to do.

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You will therefore be making a very important contribution to other employees, to matters affecting individuals in our care and their experience of with us, and to the reputation and achievements of all establishments and Cygnet Health Care as a whole.

## **PERSON SPECIFICATION**

**For new appointments, a selection panel will assess each of the points below against what you have written on the application form – so, as a job applicant, you should explain by using examples from previous jobs, voluntary work or whilst you were in education, how you match these points.**

To do this job effectively a person will need:-

### **Knowledge/Skills/Experience/Personal Attributes and Qualifications**

- Knowledge of good management practice including relevant aspects of employment issues and legislation, health and safety and anti-discrimination.
- Knowledge of learning disabilities and/or special needs including recent developments and person centred planning.
- Knowledge of the relevant National Care Standards, relevant statutory regulations and how they apply within the working practice.
- Knowledge of recognised positive approach to working with challenging behaviours associated with learning difficulties (e.g. IABA).
- Knowledge of child/adult safeguarding procedures.
- Ability to undertake on call duties and be able to reach the establishment within approximately 45-60 minutes on occasions when called out.
- Ability to ensure policies and procedures are translated into practice through effective management practice.
- Ability to communicate clearly to a range of other people as individuals and in meetings.
- Ability to audit existing day to day practice, identify scope for improvement and influence necessary changes.
- Ability to promote the consistent use of non-aversive approach to managing challenging behaviours and to challenge bad practice effectively.
- Ability to assess and quality assure the performance of individuals and teams.
- Good time management skills.

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- Good literacy skills and ability to provide professional reports.
- Ability to form and promote positive relationships with staff, parents, the local community, outside agencies and the individuals in our care.
- Ability to delegate appropriately.
- Ability to coach, mentor and deliver effective training to staff.
- QCF level 3 or equivalent
- Recognised award at a coaching/monitoring level.
- Current car driving licence.
- 2 years significant management/supervisory experience in care setting with the past 2 years, at a standard assessed as 'competent' in all aspects of the job.
- Demonstrable experience of working effectively with people who experience difficulties similar to those experienced by individuals in our care.
- Experience of managing others.
- Experience of delivering good quality training and coaching or working towards.

This Job Description indicates the main duties and responsibilities of the post and it is not intended as an exhaustive list.

Please add signature and date indicating acceptance of this Job Description.

Jobholder .....Signed ..... Date: .....

Manager .....Signed ..... Date: .....