

**Job Description**

**Deputy Manager**

Location 34 Claro Road, Harrogate

Salary £21,840 per annum (£12.00 per hour)

Hours per Week Full time 35hrs per week – part time by arrangement

Annual Leave 28 days plus statutory bank holidays (pro rata for part time staff)

Reports to Care & Support Operations Manager

DBS Check Enhanced with list checks

**Key Areas of Responsibility**

* Supports the work of the manager in the day to day running of our personal care services, residential and community based
* Supports the manager in the development of the community based services
* Supports the manager in the change from residential care to supported living
* Deputises for the manager in their absence

**Line Manages**

* Support staff as delegated by the manager

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| **Service Specific Roles** | | |
| **Role** | **Outcomes** | **Measures** |
| Deputises for the manager in their absence ensuring that the day to day operational management of the services runs in accordance with regulation as well as organisational policy and procedure | The services are unaffected by the absence of the manager and continue to run effectively | Customer satisfaction  Staff satisfaction  CQC inspection reports  Monitoring visits by responsible person |
| Organises rotas and workload ensuring adequate staffing levels at all times | Staffing levels are adequate and appropriate ensuring quality service delivery | Staff rotas  Staff satisfaction  Customer satisfaction |
| As requested by, and/or in the absence of, the manager maintain effective communication with customers, relatives, staff and external agencies including health care professionals and others | Everyone involved with the service is in receipt of the information they need.  Two way lines of communication are maintained at all times | Notes of customer  meetings  Notes of staff meetings |
| Ensures accurate administration of medication, including ordering, safe storage, recording and disposal | Administration of medication is safe with minimum errors | MAR sheets  Incident reports  Safeguarding reports |
| Works with the manager in the development of the community based services as well as the change from residential care to supported housing | The organisation has a thriving community based personal assistant service delivering a quality service  Customers of 34 Claro Road are supported through the change of service provision | Number of new packages  Customer feedback  Customer feedback  Supervision |
| To lead in the care planning and risk management processes, enabling the people we support to live their lives to their full potential by promoting choice, independence, dignity, privacy, diversity, culture and values. | Care and support plans fully reflect the personal care and support needs of customer  Staff are able to deliver a service in line with customers wishes and needs  Risks are identified and mitigated as far as possible, whilst recognising that customers have the right to take risks | Care and support plans  Daily record sheets  Customer feedback  Risk assessments  Accident & incident  recording  Supervision notes |
| Ensure regular review meetings of customers care and support are held, taking into account changing needs and choices. | Customers care and support plans are current and reflect changes that may occur | Review meeting notes |
| Ensure that all information relating to customers is kept up to date and communicated to others.  Ensure that any concerns or changes to customers support needs or risk management are acted on without delay. | Customers receive the best possible service from well informed staff.  Health and other concerns are dealt with quickly to ensure the safe health and wellbeing of customers | Daily record sheets  Care and support plans |
| Undertakes support tasks and activities with customers, as described in their support plan, and directed by the customer, including personal care, domestic support and assistance with social needs when required to cover staff absences | Customers achieve their desired outcomes  Customers have personal care and support needs fully met  Customers are able to live life the way that they wish and are in full control of all decisions regarding their personal care and support | Customer feedback,  formal and informal.  Supervision records  Daily record sheets  Customer reviews |
| Correspond, liaise and establish professional relationships with families, local agencies and services to the benefit of the individual | Customers have access to appropriate resources | Customer feedback |
| Be on call on a rota basis | Staff have access to an experienced member of staff at all times | Rotas |
| Attends staff meetings, supervision and training as required | Post holder has the training, support and communication required to effectively perform their role | Training records  Supervision records  Staff meeting minutes |
| Promotes a positive image of disability, and the organisation | Gains increased support for our work |  |
| Maintains personal responsibility for following our policy and procedures as well as health and safety regulations | A safe and healthy working environment | Supervision records |

Your attention is drawn to the fact that in some cases particular duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties and level of responsibilities entailed. In addition it is a requirement of all employees that they accept elements of flexibility in duties and responsibilities and when necessary interchange within the organisation which will meet the changing needs and demands of the service. Such a requirement will enable the particular expertise of the postholder to be developed and maximised to the mutual benefit of both employer and employee.



We expect all of our employees to:

* Agree with our vision for a society that embraces the same opportunities and life choices for disabled and non-disabled people alike.
* Be positive about working for Disability Action Yorkshire
* Work well with others

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| **Person Specification – Deputy Manager Care & Support** | |
| **Skills/competence requirements** | **Essential/desirable** |
| Good communication skills at all levels | Essential |
| Good organisational skills and the ability to work on own initiative | Essential |
| Ability to lead and motivate others | Essential |
| Good level of numeracy and literacy | Essential |
| Good IT skills | Essential |
| Able to maintain accurate records | Essential |
| **Experience** | **Essential/desirable** |
| Experience of working in a social care, residential or community setting | Essential |
| Experience of co-ordinating homecare delivery | Desirable |
| Experience of staff management / supervision | Essential |
| Experience of change management | Desirable |
| **Knowledge** | **Essential/desirable** |
| Knowledge of the issues affecting disabled people | Desirable |
| Knowledge of the requirements of the Care Quality Commission | Essential |
| **Other** | **Essential/desirable** |
| Minimum Level 3 qualification with willingness to work towards Level 4 | Essential |
| Willingness to undertake training and development activity | Essential |
| Full clean driving licence | Desirable |
| Flexibility with regard working hours including on call arrangements | Essential |



We w ill always shortlist disabled candidates who meet the minimum essential criteria