

## **JOB DESCRIPTION**

<b>POST:</b>	Deputy Home Manager
<b>ACCOUNTABLE TO:</b>	Home Manager
<b>ACCOUNTABLE FOR:</b>	Care Team Leaders

The purpose of this job description is to indicate the general level and responsibilities of the post of Deputy Home Manager. The duties may change from time to time without changing the general character or level of responsibility indicated. The job description must be read in conjunction with the Deputy Home Manager competency profiles and the performance objectives agreed with the individual post holder.

## **JOB PURPOSE**

The Deputy Home Manager has specific responsibility in assisting the Home Manager in the management of the home (and services provided) for maintaining high standards of care practice in line with the Company's aims and objectives, and the statutory responsibilities under the Health & Social Care Act. In the absence of the Home Manager, the Deputy Home Manager has responsibility for the overall management of the home. A commitment to continuous improvement is an expectation of the role to ensure services enhance quality of life for people receiving care and support.

## **KEY RESPONSIBILITIES**

### **General/Business Management**

1. Identify and respect individual needs and abilities in order to provide appropriate social care for residents on a one-to-one basis and in small groups.
2. Ensure that the home is operating in accordance with requirements issued by the Care Quality Commission and in particular the Regulations for the Registration and Inspection of Care Homes.
3. Liaise with social care regulators and local authorities to ensure satisfactory standards are maintained.

4. Assist in maintaining quality control ensuring that all aspects of the Company's standards, policies and procedures as set out in the management manual are effectively implemented and monitored.
5. Assist in promoting the services provided by the home in order to achieve budgeted occupancy.
6. Assist in investigating incidents and accidents, implement appropriate action as a result of the audit process and produce reports where necessary.
7. Assist in producing weekly/monthly management reports for the Regional Operations Manager/ Director of Residential Care.
8. Be familiar with the Company's standards, practices and statement of residents' rights and ensuring these are adhered to.
9. Identify and respect individual needs and abilities in order to provide appropriate social care for residents on a one-to-one basis and in small groups.

### **Care Practice**

1. Assist in maintaining overall responsibility for the provision of high quality care services, which encompass the core values for each individual resident as set out in the Company's aims and objectives.
2. Provide improvement, independence and choice for residents, making sure they are treated with dignity at all times.
3. Ensure that all residents have an up-date care plan, which is regularly evaluated and actively involves residents in the preparation where possible.
4. Ensure all risks associated with care e.g. moving and handling, mobility, distressed behaviour and skin care is identified and correctly actioned.
5. Regularly monitor the delivery of care given by all staff ensuring that the physical, social, psychological and emotional needs of the residents are recognised, assessed and met.
6. Ensure the Home and its processes are fully compliant with the Mental Capacity Act and that residents are empowered to make choices where able and where not best interest decisions are made on their behalf involving all those necessary.

7. Ensure the Home is compliant with DoLS legislation.
8. Ensure that there is a regular programme of activities, which are arranged in line with the residents' needs.
9. Ensure the residents receive an appropriate nutritional diet and pleasant dining experience.
10. To ensure the maintenance of the highest standards of care consistent with the requirements of CQC/Funding Authorities.
11. Assist in arranging regular reviews with key stake holders eg Social Workers, residents, relatives and other key staff.
12. Assist in conducting a pre-admission assessment for all potential residents.
13. Meet professional and legal responsibilities with regard to the safe administration of medication.
14. Ensure the protection and safety of residents at all times, which requires conducting regular health and safety checks including assisting with checking that the call bell system and the fire alarms systems are always fully functional.

### **Leadership**

1. Provide leadership to all staff in order to deliver the highest possible quality of care within a safe working and living environment.
2. Be a good model for all employees, being approachable and providing a regular presence on the "shop floor" as well as being consistent in all actions and decisions.
3. Ensure that staff selection processes for all applied thoroughly and that all candidates are treated professionally.
4. Assist in developing a culture of continuous quality improvement using the framework of clinical governance.
5. Assist in maintaining a comprehensive induction process for all new employees to ensure they are effectively introduced to the Care Home, the residents and good practices.

6. Take responsibility and accountability for the delivery of professional, competent and high quality care.
7. Assist in conducting regular reviews with new employees during their probationary period and to always conduct a three monthly review to confirm the appointment, extend or terminate the probation period.
8. Ensure all staff are annually appraised and that required standards of performance are being achieved, to manage under-performance through objective setting and regular reviews, and that regular supervisions occur in line with company policy.
9. Ensure complaints and suggestions are positively actioned and dealt with correctly.
10. Assist in identifying individual training needs in line with the Home's objectives and the employee's performance, arranging training and evaluating their effectiveness, and ensuring that staff have completed the required mandatory training each year.
11. Assist in holding regular staff, resident and staff association representative meetings to provide and receive feedback.
12. Assist in reviewing regular staff and resident feedback and action any outstanding issues.
13. To assist in managing sickness and absences in accordance with the Company policy and procedures.
14. Monitor staffing levels and skill mix in relation to dependency of residents in conjunction with the Home Manager.
15. Assist in ensuring that suitable rosters and adequate staff cover are maintained.
16. Hold regular staff, resident and staff association representative meetings in conjunction with the Home Manager in line with Care South's meeting schedule

### **General Management**

1. Understand the legal requirements of the Care Quality Commission (CQC) and the Regulations and other legislations and ensure the home complies

with Essential Standards of Quality and Safety, and whatever legislation or relevant standards that maybe in force at any time.

2. Have a full understanding and working knowledge of all Care South policies and procedures and ensure that all these policies are applied at all times.
3. Ensure that all annual leave requests are co-ordinated to prevent disruption in the home.
4. Promote a positive customer care orientated environment and ensure all staff are familiar with the company complaints procedure
5. Remain professionally updated and ensure care in all areas is delivered in line with the latest research to promote evidence based practice.
6. Participate with recruitment, selection and retention of staff.
7. Liaise effectively with Head Office Departments, building good working relationships, as required for the good operation of the Home.
8. Ensure that all residents have a copy of the terms and conditions of care and that all the necessary funding documents is completed.
9. Enable residents to control their own financial affairs, where possible. To ensure that all residents' finances are controlled and up to date accurate records kept of all transactions, the financial control of their affairs must be undertaken with total accuracy and security.
10. Ensure the security and confidentiality of records and information relating to the service.
11. Assist the Home Manager to oversee the payroll system and processes including T & A
12. Ensure that all weekly information is completed and returned on time.
13. Attend Deputy Manager's Meetings or other meetings as and when required by Head Office

### **External Relationships**

1. Establish and maintain good relationships with relatives and friends of the residents, purchases, referring agencies, the local community and any other parties with whom Care South has dealings.

2. Report within a timely manner of its occurrence any serious incident which affects the wellbeing of the residents to the Registration Authority and other relevant bodies.
3. Inform the Registration Authority of all deaths within 24 hours, and other relevant notifications that must be made to either CQC or funding bodies.
4. Welcome and be courteous to all visitors to the home at all times.
5. Assist in the preparation for internal quality audits where required and support in managing and completing any quality assurances required by the company.

### **Record Keeping**

1. Ensure all aspects of record keeping are maintained in line with current legislation and the policies and procedures of Care South.

Any other duties that may reasonably fall within the scope of this post, as may be required from time to time.

## Person Specification

Competency	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>Working towards NVQ level 5 or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>NVQ Level 5 or equivalent</li> </ul>
Knowledge of	<ul style="list-style-type: none"> <li>To have a sound knowledge of the care sector and the ability to apply experience and learning to Care South policies and procedures.</li> <li>To make effective use of information gathered from a wide range of relevant sources.</li> <li>To have knowledge of Microsoft office packages eg word, excel and outlook together with in-house care systems.</li> </ul>	
Experience of	<ul style="list-style-type: none"> <li>Managing a team in the health and social care sector, preferably residential.</li> <li>Management of digital systems including electronic care planning and electronic medication system.</li> </ul>	<ul style="list-style-type: none"> <li>Managing a residential home</li> </ul>
Skills, Characteristics and Attributes	<ul style="list-style-type: none"> <li>To lead by example to inspire, motivate and empower others.</li> <li>Have a strong drive to succeed.</li> <li>Display an evident commitment to continuing professional development for self and others.</li> <li>To demonstrate self-awareness and an understanding of the impact of personal style on others. Use own time well.</li> <li>To have a commitment to the objectives of Care South and</li> </ul>	

be able to act as a positive role model for staff in displaying drive and enthusiasm.

- To provide clarity and direction, supervision and support in managing individuals.
- To stimulate a culture of learning and continuous improvement with appropriate leadership and delegation.
- To demonstrate an understanding of the value of team development.
- To have influence and credibility through the ability to communicate clearly and build relationships within the staff team.
- To demonstrate the ability to plan, organise and manage resources efficiently and effectively within the agreed business plan.
- To actively review progress against the business plan and take the necessary actions to manage resources.
- To have a realistic and positive attitude to innovation and change, both imposed and self-driven.
- To be active in managing change in the workplace.
- To be proactive in building and sustaining relationships with all the key stakeholders relevant to care services – customers; relatives; community; staff; management; peers; other professionals; suppliers.
- To set objectives and analyse risks in order to achieve the agreed business plan for the



service.

- To be delivery-focused in planning and managing workloads to ensure projects are completed and deadlines are met.