

JOB DESCRIPTION

Job Title: Deputy Manager

Responsible To: Manager

1/ You will be responsible for: supporting the registered manager to ensure that those in their care are safe and receive a high standard of care delivered with dignity and respect.

2/ In particular, you will need to:

- Work at both an operational and strategic level.
- Have a visible presence working alongside staff to deliver the best possible care for our residents.
- Work with service users, professionals, families and teams to achieve best outcomes, by ensuring all residents are treated with dignity and respect.
- Prioritise and be responsive to the needs of the service user. E.g. ensure that care plans and risk assessments are effective and current and followed by staff at all times.
- Provide clear direction and leadership to the staff team to ensure the quality and safety of the service.
- Support staff when dealing with difficult situations, ensuring any challenging behaviour is dealt with effectively and without injury.
- Allocate daily tasks, monitor performance, check completion and take appropriate action without delay where progress is not achieved as expected.
- Induct/develop and train staff in all aspects of care e.g. personal care, moving and handling.
- Produce regular verbal and written reports in line with St Cuthbert's Care key controls and CQC/Ofsted requirements.
- Communicate effectively with staff to ensure systems and processes are followed correctly, e.g. Completion of monitoring charts, carista reports and responding to notifications.
- Comply with all regulatory, health and safety and all other statutory requirements e.g. medication ordering, administration, monitoring, and auditing; policy and procedure management and review.
- Oversee case records for each individual in our care. This includes the creation and filing of information that is accurate, up to date, and kept secure at all times. This applies to both paper and electronic records.
- Ensure all recordings are appropriate, correct and reviewed in line with procedures.
- Support the manager with planning and delivery of staff meetings including supervisions to monitor performance and achieve excellence.
- Support the manager with meetings and all aspects of customer service.
- Take responsibility for all aspects of the day to day management of the home in the absence of the registered manager. E.g. liaising with all stakeholders, visiting professional, families, commissioners and senior Directorate of St Cuthbert's Care.

3/ To achieve these outcomes you must:

- Have experience and knowledge of working with adults and children with a range of disabilities and complex needs.
- Have knowledge of CQC and Ofsted standards and other relevant legislation.
- Hold a suitable qualification, e.g. Diploma level 3 Health and Social Care.

- Have excellent organisational and communication skills - both verbal and written.
- Have an exceptional level of attention to detail.
- Be able to work to your own initiative as well as working as part of a team to implement a high quality service at all times.
- Have a hands on approach and lead by example
- Work to the direction of the Manager
- Work over a 24/7 rota

4/ Every employee of St Cuthbert's Care must:

- Ensure all work is carried out in accordance with Charity policies and procedures.
- Attend staff meetings as and when required.
- Maintain confidentiality and observe data protection requirements in accordance with legislation and Charity policy.
- Work flexibly to meet the needs of the service.
- Respect, work within and promote St Cuthbert's Care's Dignity at Work Policy.
- Respect and work within St Cuthbert's Care's Christian ethos.

This job description is not exhaustive and some variations may be necessary.