

Deputy Manager (Adult Services) Job Description

Job Title: DEPUTY MANAGER (ADULT SERVICES)

Service:

Responsible to: General Manager

Brief description of job:

In summary, the purpose of this role is to ensure the needs of the people who use the service are met, by working closely with the Registered Manager, and deputising, as appropriate, to ensure effective management of the service and its resources. Effective line management of the designated operational managers will contribute significantly to the success of this role. The role carries significant responsibility for the welfare of the people who use the service. Quality, compliance and commercial awareness will be paramount.

This post involves responsibility for managing care in a section of the service. You will be responsible for delivering high quality care and accountable for the service you provide. You will be expected to demonstrate strong leadership skills, to perform to a professional standard that uphold Hesley Group values and Code of Conduct, to be able to model this to other stakeholders, i.e. people using the service, our staff, visitors, members of the public and other professionals.

This role is about ensuring that high standards are maintained in the contexts of outcomes for people using the service, staffing, delegated budgets and resources, and the health, safety and wellbeing of people using the service, colleagues and visitors.

You will be responsible as part of a multi disciplinary team for implementing, monitoring and evaluating the effectiveness of individual care and support plans and for effective risk management within a positive behaviour support framework.

As Deputy Manager you will also be expected to contribute to developing the service by participation in the planning, implementation, monitoring, evaluation and review of its policies and working procedures.

The process of managing and running the service will be open and transparent, respecting the privacy and dignity of individuals, providing safe and effective and compassionate care.

You will be able to demonstrate clear working practice that is based on consultation and involvement with individuals and their representatives to provide person centred approaches to care and support.

Policy Document No: Per 1.1.1**Key Result Areas:**Managing service delivery

- 1 To develop and maintain positive and professional relationships with people using the service and our staff.
- 2 To promote the principles of equality in accordance with Hesley Group Single Equality Scheme, and to ensure that there is no discrimination on grounds of race, gender, disability, age, sexual orientation or cultural preference.
- 3 To ensure quality and compliance with all Hesley Group policies and procedures and all other relevant legislation including National Minimum Care Standards, and Health and Social Care Act 2008.
- 4 To assess and evaluate risk to people using our service and others within a positive risk framework and to develop plans that enable positive risk taking as well as protection from harm or risk of harm.
- 5 To protect people from harm or abuse you will be required to provide a model of sound professional practice and to support safe working practices that prevent harm. You and your staff will be required to report poor or abusive practice, even at a "low level" following Hesley Group policy and procedures. You may be required to act as a 'Designated Person', strictly following the Hesley Group Code of Practice and Child/Adult Protection Policy and Procedures for reporting suspected abuse.
- 6 To demand and maintain high standards of professional practice and to gear the running of the service so that it is appropriately focused but sufficiently flexible to meet the expressed needs of individuals as necessary. This will include participating in and undertaking regular monitoring of the quality of the service, auditing and reviewing systems within the service as necessary.
- 7 To ensure that people are as closely involved and consulted in managing their lifestyle, care and support as can reasonably be expected, and in line with the principles of the Mental Capacity Act 2005.
- 8 To help create, develop and support links between the person and the local community.
- 9 To work in partnership to ensure that any transitions are properly and effectively planned and managed, with the appropriate involvement of the person, their family, carers and local authority/health authority.
- 10 To ensure that the staff team fully understand the needs of the person they are asked to support and know where to go for help if needed.
- 11 To be responsible for ensuring that each person's specific needs are met, such as:

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- Implementation of People's Behaviour Support Plans and Communication Plans/Passports
 - Supporting Individuality, Identity, Relationships and Sexual Needs
 - General Health and Wellbeing
 - Emotional and Mental Health and Wellbeing
 - Safeguarding and Rights
 - Planning for the Future
 - Medication
 - Personal care, personal hygiene
 - Diet, nutrition and safe eating
- 12 To take required responsibility for pre/post admission assessments as requested, effective support planning that meets people's needs and the assessment of progress for review
- 13 To provide and assure high standards of professionalism in all aspects of record keeping and communications and to ensure records are maintained, up to date and accurate.
- 14 To work in partnership and develop good working relationships with:
- People using the service
 - Their family and friends.
 - Our staff
 - Social workers and advocates
 - Other professionals.
- 15 To be responsible for ensuring that people who use the service have their medication administered, recorded and stored safely by trained responsible staff according to Hesley Group policy.
- 16 To maintain high standards in the support of people and to actively promote positive behaviour support in line with the HELP (Hesley Enhancing Lives Programme). This will involve monitoring practice to ensure that there is an emphasis on proactive strategies and only prescribed reactive interventions are used with individuals as a least restrictive alternative.
- 17 To plan and undertake on-call duties and, where the senior manager in the service is not on duty, to be in charge of the service in their absence, as required.
- 18 To follow a work pattern as required to fulfil the role effectively (which may include nights, evenings and weekends) and to carry out unannounced night-time visits to the service and report to the Head/Manager following such visits.

Managing staff

- 19 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 service and Hesley Group values.

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- 20 To line manage, motivate and lead Team Leaders, to include appraisals and performance monitoring.
- 21 To ensure compliance with the policies of Hesley Group at all times.
- 22 To ensure that staff fully understand their own and others roles and responsibilities and that each person is accountable for their practice as set out in Hesley Group Staff Code of Conduct.
- 23 To be responsible for the deployment and management of staff on a day-to-day basis, including the devising and maintenance of rotas for the same.
- 24 To be responsible for relevant personnel procedures for staff including recruitment and selection, staff welfare, offering support at times of stress, managing sickness absences and for the disciplining of staff all in strict accordance with Hesley Group Policies and Procedures.
- 25 To ensure that the performance of all care staff is monitored and is to expected standards. To make sure staff receive regular supervision and are appraised annually to the standards laid down in our supervision and appraisal policy. This includes personally supervising and appraising staff and taking appropriate action to identify good practice and take steps remedy practice that is less than good.
- 26 To contribute fully to making work teams effective by striving to build positive, trusting and respectful relationships at all levels. You will be expected to be able to give and receive constructive feedback aimed at developing the quality of relationships and performance.
- 27 To liaise with your line manager to ensure that all staff are appropriately provided for in the service's training plan, and to ensure that all staff are aware of Hesley Group's commitment to the training and development of its staff and that they participate in all training necessary to perform their respective roles and are able to demonstrate skills and competence that is required.
- 28 To develop and maintain effective two-way communication systems and means of recording communications and decisions made. This will include handovers, logbooks, diaries, notice boards and staff meetings and the use of e-mail as appropriate.
- 29 To ensure the development within the service of effective systems and procedures to facilitate the achievement by all care staff of the relevant level 2 or level 3 Diploma.

Managing Finance

- 30 To manage budgets within the figures and guidelines laid down. This includes contributing as required to the preparation of budgetary estimates and auditing

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expenditure on a regular basis, providing relevant financial information to your line manager.

- 31 To monitor ongoing expenditure including the use and cost of bank/relief staff and overtime and to alert the line manager if budgets are likely to be overspent.
- 32 To ensure that staff operate financial systems within the required guidelines, such as petty cash or ordering supplies.

Managing Resources

- 33 To create and maintain a homely setting that meets individuals needs and preferences.
- 34 To maintain a safe environment, complying with health and safety and other legal requirements.
- 35 To ensure that all parts of the environment are appropriate and sensitive to the needs of the people who use the service.
- 36 To ensure the maintenance of the fabric of the building, its grounds and equipment in good condition, ensuring staff care for their surroundings and make best use of the available resources.
- 37 On a regular basis undertake physical monitoring of the condition of the environment, reporting faults or work needed and expecting your staff to do the same.

General

- 38 To advise, as required, on professional matters within the area of competence of the post.
- 39 To maintain and develop up-to-date professional knowledge, skills and competence through training, reading and other such activities and to incorporate the same into practice.
- 40 To observe and monitor standards of practice and to deal with unacceptable practice in line with Hesley Group policies and procedures. Report to your line manager, or other appropriate person, in the event of awareness of bad practice.
- 41 To undertake such other duties and responsibilities reasonably consistent with the role as may be required from time to time by your line manager.

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Health & Safety:

- 42 To ensure the premises are kept clean and hygienic throughout and systems are in place to control the spread of infection, in accordance with Hesley Group policy procedures and guidance, relevant legislation and professional guidance.
- 43 In carrying out the tasks in this job description you have a duty (under Health & Safety legislation and as required by Hesley Group policy and guidance) 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 by completing regular and planned risk assessments, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes managing a safe and secure environment for everyone including people who use the service, staff, visitors and members of the public.
- 44 This duty includes checking that any person entering Hesley Group property has a right to do so and their visit is recorded in accordance with Hesley Group procedures.

The contribution of this role:

This role is key to ensuring the delivery of a service to individuals that is:

- safe, compassionate and effective
- that is of high quality and that provides the best outcomes achievable for the people we support
- that provides customer satisfaction.

The role is also fundamental to ensuring the efficient running of the business and it is expected that a Deputy Manager will be an ambassador for people with learning disabilities, autism and complex needs.

This organisation is committed to the protection and safeguarding of children and adults at risk, and promoting their welfare. Hesley Group, therefore, expects all staff and volunteers to share this commitment.

This post is subject to an enhanced level DBS Disclosure and Barring Check, including a check against the "Barred List" in respect of the Adults/Children's (delete as needed) Workforce.

Prepared by Human Resources Department Date: 11.02.2020

Jobholder: Signed: Date:

Manager: Signed: Date: