



Swanton Care



Values in Care



Courtyard Care



GRS Care



Emerald Care



Green Rose Care

Job Description

Job Title: Deputy Manager

Reports to: Service Manager

Purpose of Job:

You will be responsible for supporting your service manager to set the culture of your service. Leading and inspiring the teams to ensure that everyone within it lives and breathes our philosophy.

Key Responsibilities:

1. Responsible for the provision of high-quality care by participating, observing and sharing experience. Behave in a manner that reflects the Swanton philosophy and empower both staff and service users to reach their optimum potential. Be aware of service users specific needs and how they manifest, therefore being aware and able to ensure that the correct method of care delivery is developed and maintained, though effective communication and care/goal planning.
2. Takes responsibility for ensuring that each service user has person centred, philosophy driven and outcome focused care/goal plans that reflect assessed and personal needs. Ensure that each service user uses their own preferred method of communication to input into their goal/ care plans. Ensure that staff take the time with service users and encourage discussion which leads to input in care/goal plans.
3. To take responsibility for quality within the service by implementing and ensuring compliance with the company's clinical governance and quality assurance systems. Ensure all records and documentation are comprehensive and reviewed regularly, including the recording of internal and external audits, ensuring regulatory compliance at all times.
4. Ensure that each service users' documentation is personal to them, that care/goal plans are reviewed monthly and good, accurate notes are made, allowing the reader to see the changes or progress made. Develop effective communication systems for disseminating information including changes in care provision to all staff.
5. Ensure that you are familiar with the company policies and devise a method to ensure staff are also aware of these and how they guide their practice. In particular be familiar with 'safeguarding of vulnerable adults' both as a company policy and the local council policy. Ensure staff are confident and able to recognize signs of potential abuse and how to escalate these in a timely manner.
6. Understand the Mental Capacity Act 2005 and how it relates to the service users being looked after. Ensure that assessments and Deprivation of Liberty safeguards are in place as needed, and that staff understand the term 'lack capacity'.
7. Act as a role model to staff at all times. Lead and manage an empowered, engaged, motivated and highly effective care team encouraging them to make a difference to

service users' lives, whilst providing the highest quality care. Ensuring effective recruitment, induction, training, coaching and development of staff, and completing bimonthly managerial supervisions and annual appraisals for all staff ensuring competencies are met and Swanton values are maintained at all times. Be able to manage change and conflict within the staff team.

8. Make a difference to the lives of our service users by encouraging them to at least maintain their level of independence and choice in a homely environment that is personalised to their choice. ensuring staff work together with the service users. Identify and clearly document the needs and behaviours of our service users by gathering information from each service user and all those who know them and enable those needs to be met and behaviours to be managed by the effective and efficient use of all available resources. Ensure that service user specific information is readily available to all staff in a 'quick read' format allowing them to understand and adopt the correct approach for the person they are caring for.
9. To assist the service manager to review variances to budget within your unit every month and take action to rectify any underperformance.
10. Ensure staff rotas are cost effective and are appropriate for the needs of our service users. Ensure you have sufficient staff to cover the rota making the best use of available staffing to avoid unnecessary costs.
11. You will be required to participate in the managerial weekend working rota.
12. Ensure that all service users admitted to your unit are issued with the Terms and Conditions of residency and have signed an admission agreement or this is signed on their behalf. You are responsible for ensuring that a 72hr care plan is in place from the day of admission, and if specialised training needs have been identified for the staff that these are in place prior to the person being admitted.
13. Communicate and ensure adherence throughout the unit to all operational, administrative, procedural, nursing, care and professional standards. Ensure that service users' care and social needs are met at all times. Visit every service user regularly to develop a close and trusting relationship.
14. Lead on effective communication within the service, ensuring that effective team meetings are held monthly using the standard agenda and information from Regional Director, and EMT is cascaded to the teams. Ensuring that staff are enabled to raise any concern, ideas or suggestions escalating to the service manager when necessary.
15. Take the lead on dealing with complaints, incidents and accidents ensuring company policies and procedures are followed, and report to the service manager and Governance and Quality Manager.
16. Build good working relationships with regulator, Social Services Departments and any other external regulatory body. Manage annual and other inspections.
17. Take responsibility for the unit you are in charge of to make sure you are meeting all regulatory and statutory requirements including fire, health and safety, COSHH, RIDDOR, employment and compliance with the appropriate Acts. Ensure associated risk assessments are undertaken and recorded. Escalating concerns to the service manager in a timely fashion.
 - Safety, health and wellbeing of teams

- Providing safe equipment and machinery
- Safe storage and handling of substances
- Maintaining a safe working environment
- Providing necessary information and training
- Consult with staff
- Keep accurate records including risk assessments
- Ensuring accidents/incidents are reported and recorded in accordance with the Health and Safety policy
- Local health and safety audits.