

JOB DESCRIPTION

Job title	Deputy Manager
Department	Operations & Development
Grade	B
Hours	Various hours to suit operational needs of the service which may include weekends and bank holidays
Job Purpose	
<ul style="list-style-type: none"> • To ensure service specific regulatory, legislative and contractual obligations for the provision of social care services are met, as per current requirements. • To carry out all aspects of the role within the guidance of the Organisation’s vision, mission, ethos and values, enabling the people we support to maximise their independence, choice and control, acting as a role model and practice leader to the teams. • To carry out all aspects of the role within the guidance of the Walsingham Staff, Dignity & Personalisation Charters and the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers. • In the absence of the Locality Manager to deputise for them and assume full charge of the service. • To ensure that you have processes and procedures in place to ensure the prevention and control of infection. • To ensure that all staff are aware of their responsibility for the prevention and control of infection. 	
Responsibilities	
Leadership & Management	
<ol style="list-style-type: none"> 1. In conjunction with the Locality Manager, lead and direct the teams in person centred planning and support for the people we support, ensuring that tailored support plans are completed, reviewed and continuously developed to meet individual needs, wishes and outcomes. 2. To ensure teams actively support and promote the health and wellbeing of people we support and that current issues or changes in health, behavioural, emotional, psychological or mental health needs are reported to the relevant professionals and support sought if necessary. 3. In conjunction with the Locality Manager, lead and direct teams to facilitate and empower the independence of people we support. 4. In conjunction with the Locality Manager, lead and direct teams to facilitate effective communication, enabling the people we support to make their own informed choices, communicate their own wishes and be “listened to” whatever their means of communication. 5. In conjunction with the Locality Manager, lead and direct teams to take an active role in the spiritual and cultural needs of the people we support according to the individual’s beliefs, wishes and customs. 6. To ensure all support provided preserves and respects the dignity and privacy of the people we support. 7. To take responsibility and lead teams in ensuring that every individual we support is safeguarded effectively from harm, abuse, and unnecessary risk. 8. To support the Locality Manager in the assessment and ‘move in/on’ process for the transition of people we support moving in and on from services, in line with the referrals and “Moving On” policy. 9. In conjunction with the Locality Manager manage voids through prevention, early identification of and partnership working with the Business Development and Marketing and Communications teams to effectively promote and fill voids. 10. To take an active role in the development and growth of the Organisation, supporting the business development objectives and Key Performance Indicators (KPIs) in line with the Organisational strategic aims and objectives and ensuring the service objectives fits within this. 11. To maintain a good local market knowledge to ensure that opportunities for the people supported are maximised and that the Organisation is aware of external changes that will affect the service(s) market position. 12. In conjunction with the Locality Manager ensure quality management and auditing of service delivery, maintaining accurate internal and external quality assurance records and completing any required improvement actions. 13. In conjunction with the Locality Manager to understand and apply ‘best practice’ operational systems, particularly in relation to continuous improvement, customer satisfaction and quality assurance. 	
Policy, Legislation and Administration	
<ol style="list-style-type: none"> 14. To adhere to and support the Locality Manager in ensuring that your team understands and operates within all Organisational policies, procedures, best practice guidelines in relation to Health and Social Care Standards, and local contractual arrangements and ensure that staff understand their responsibilities within them. 15. To ensure all work by both yourself and others is safely carried out within Organisational policy and the Health & Safety at Work Act (1974), proactively managing hazards and risks and responding appropriately to Health & Safety emergencies. 16. To ensure that teams are fully aware of their responsibilities as defined by Walsingham Policy and the Health & Safety at Work Act (1974). 17. To ensure Risk Assessments are undertaken, recorded, delivered and regularly reviewed. 18. In conjunction with the Locality Manager, ensure that emergency business contingency plans are comprehensive and are regularly reviewed. 19. To ensure all records are updated and maintained accurately, in line with Confidentiality and Data Protection policies, legal and contractual requirements, Walsingham policies and procedures and service level arrangements. 20. To provide written reports as required by the role and as directed by your Locality Manager. 	

21. To report and record any significant issues, including accidents & incidents, notifiable events, safeguarding or other concerns through appropriate channels as outlined in the scheme of delegation and relevant policies and procedures.

Relationships & Communication

- 22. To develop professional relationships with colleagues, families, other stake holders; partner organisations and regulatory bodies.
- 23. To act as a role model to the team demonstrating best practice and maintaining a high standard of quality.
- 24. In the absence of the Locality Manager, to attend and participate in regional team meetings, communicating effectively and taking responsibility for achieving individual and shared project tasks.
- 25. To support the regional management team, for example, by undertaking and supporting investigations, chairing disciplinary hearings and providing management cover in the event of absence.
- 26. To attend external meetings as required, representing the Organisation in a professional manner by demonstrating thorough preparation of information, knowledge of the subject and effective reporting and responsibility for achieving any subsequent actions.
- 27. In conjunction with the Locality Manager plan, lead and record team meetings and ensure that all relevant information is shared and communicated appropriately.
- 28. To work with the Locality Manager in identifying, reporting and resolving issues that affect the management of the service.
- 29. To respect and understand people's needs in relation to: gender (including gender identity), age, sexual orientation, race, religion or belief, and disability
- 30. To communicate effectively sharing relevant information in a timely and appropriate manner.

Budgets and Finance

- 31. To support the Locality Manager in developing the budget for the service within agreed time scales.
- 32. To support the Locality Manager with effective financial planning and budgetary control for the service.
- 33. To ensure that all financial transactions are recorded and monitored in line with relevant Organisational policies and procedures.

Human Resources

- 34. In conjunction with the Locality Manager, monitor available staff resources, within current legal and organisational frameworks, ensuring agreed levels of cover at all times (which may include on-call arrangements).
- 35. To ensure that sufficient staff with the right experience and skills are available to deliver the service.
- 36. In conjunction with the Locality Manager, to support the recruitment process and ensure all staff vacancies are filled appropriately and within a timely manner.
- 37. In conjunction with the Locality Manager, ensure all new team members receive a full and comprehensive Induction.
- 38. Ensure supervision adheres to Organisational policy and procedure and that practice and performance are discussed regularly within this.
- 39. In conjunction with the Locality Manager, ensure that all team members receive an annual appraisal.
- 40. To identify and undertake regular training for both yourself and staff and understand and value opportunities for the continuing professional development for you and your team.
- 41. To support the Locality Manager in facilitating team training, development and meetings.
- 42. In conjunction with the Locality Manager, support and monitor though the resources available staff attendance and follow Organisational policy and procedure when addressing sickness absence.
- 43. To support the Locality Manager with employee relations issues in line with Organisational policy and procedures, ensuring appropriate advice is sought from relevant departments and the Operations and Development Manager.
- 44. To immediately report (within the bounds of practicality) any customer feedback or grievance to the Locality Manager/ Operations and Development Manager; responding and recording as per policy requirements.

General

- 45. To travel to allocated locations, if required.
- 46. To participate in on-call arrangements, as appropriate
- 47. To take responsibility for your job description and take an active role in determining and meeting your development needs.
- 48. To carry out any other duties that are within the scope, spirit and purpose of the job, its title and are requested by the post-holder's line manager.

I have read, understood and accept the details contained within this job description

Employee Name: _____

Signature: _____

Date: _____