

JOB DESCRIPTION

Job Title: Deputy Manager

Reporting to: The Home Manager

Job Purpose

As a member of the home's management team, the deputy manager plays an important part in providing the highest possible standards of care and service to residents. He/she also takes overall responsibility for managing the home in the absence of the home manager.

Job Duties

Management:

- Demonstrate both clinical/care and managerial leadership to a team of nurses, carers and ancillary staff, as appropriate, allowing opportunities for staff to communicate openly and positively.
- Be aware of the need for budgetary control and ensure that other staff are aware of their responsibility in this area. Always ensure that staff numbers are monitored and remain within agreed budgets.
- Ensure that staff are instructed in their responsibility for the health and safety of residents, visitors and staff and that they comply with the health and safety policy.
- Have a basic knowledge of the Health & Social Care Act 2008 and accompanying regulations, as well as the Essential Standards of Quality & Safety and Local Multi-Agency Guidelines on the Safeguarding of Vulnerable Adults.
- Ensure that staff always comply with the regulations contained in the above-mentioned documents.
- Develop training and development programmes for staff in a structured way.
- Take charge of the care home in the manager's absence.
- Help to plan monthly rotas and make amendments, as required, to eliminate the use of agency staff.
- Assist the manager in the implementation of a quality assurance scheme and ensure that the highest standards of compliance are achieved.
- Conduct staff supervisions and appraisals as directed by the manager.
- Assist the manager with the advertising and recruitment of staff.
- Ensure that nurses complete weekly and monthly audits and any other reports, as required.
- Ensure that key clinical areas, such as wound management, risk assessments, accident and incident reporting, are accurately documented and reported according to company policy.

- Participate in external meetings in the absence of the manager. These may cover clinical governance, safeguarding and include any other external authority, as required.
- Review and deal with complaints, ensuring that the team leader's actions are satisfactory, with any required actions taken forward. Complaints must be dealt with following the home's policies and procedures.
- Ensure that staff are supervised and offered training, where appropriate, to provide quality care services to residents.
- Take the lead role in identifying and arranging staff training.
- Facilitate a consistent, effective and robust induction programme for all nurses and care staff.
- Be aware of the responsibilities of different roles within the home to be able to provide cover, as required.
- Keep the manager informed of any issues/potential issues regarding communication with residents and families, members of the home's multi-disciplinary team and other providers of care and services. Pre-empt staffing issues, changes in residents' health, well-being or social needs, potential safeguarding issues, concerns relating to the home environment or any staff/resident incidents or accidents within the home.
- Be aware of staff educational needs, communicating these to the home manager and taking every opportunity to see that they are met.
- Maintain a good relationship with other members of the multi-disciplinary team within the home and external suppliers of goods and services.

Care Practice:

- Ensure that the home offers person-centred care to all residents.
- Help residents with activities that they would usually perform (or have in the past performed) themselves but cannot now do so without assistance. Encourage and support the optimum level of independence while maintaining residents' dignity and self-esteem.
- Organise the implementation of the planned programme of care as set out within individual care plans, ensuring that it meets residents' physical, psychological, spiritual, care and all other needs, using the agreed model of care.
- Regularly evaluate and review the effectiveness of care plans, implementing changes in care when outcomes do not meet care plan goals.
- Communicate with residents, as well as their family and friends, and include as much life history as possible in care plans.
- Be responsible for the safe administration and storing of drugs and treatments, as prescribed and in accordance with CQC and NMC guidelines.
- Conduct pre-admission assessments as directed by the home manager.
- Organise and maximise the potential of both nursing time and the use of equipment.
- Always maintain high standards of care to meet the goals set out in the mission statement and philosophy of care.
- Practise within the scope of NMC guidelines.
- Ensure that confidentiality is always maintained.

- Undertake personal professional development, keeping abreast of new advances in nursing practice.
- Ensure that new research is applied when and where appropriate, making all staff aware of new developments in care.
- Be aware of and achieve CQC essential standards.
- Follow and promote all relevant codes of conduct (GSCC, NMC).
- Share information, where appropriate, with key partners, working to data protection and Caldecott principles.

General:

- Always follow the home's written policies and procedures.
- Be aware of and understand the home's mission statement and philosophy of care, contributing to their ongoing development and review.
- Promote a good image of the home within the community as set out in our philosophy of care.
- Work hours in line with your contract on a rota basis – 50% on the floor and 50% supernumerary. However, some flexibility regarding working hours will be required, according to the demands of the role.
- Provide on-call and emergency cover in a pattern to be agreed with the home manager.

Specific Qualifications/Skills/Attributes

- Clinically qualified with a valid NMC PIN number (desirable)
- A minimum of two years' management experience within the industry
- Level 4 or above in Health and Social Care, or equivalent
- Ability to lead and motivate a team
- Strong communication and interpersonal skills
- A problem-solving approach to enable efficient resolution of issues

This job description is not exhaustive and other duties may be required according to the needs of the home.