Role Title	Deputy Manager, Residential Care Home
Directorate	Adult Services
Grade	PO3
Competency level	Principal Officer
Date Reviewed	January 2025

Purpose

To support the manager in the day to day operations and development of the service in line with CQC standards

To assist the manager of the home in the management and administration of all personnel and material resources of the residential home.

To contribute as a deputy manager to the achievement of the authority's key purposes and to the continuous improvement of its performance.

To manage a team of staff providing high quality and innovative person centred care to older people with a variety of needs including those living with dementia

Generic Accountabilities	**End Results/ Outcomes**
Provide advice and make recommendations based on up to date knowledge and evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation and support are provided on the full range of issues within the area of responsibility. Issues are managed through to a satisfactory conclusion. Risk to the Council is minimised.
Contribute to the development of service plans to meet strategic business goals. Deliver service plans to ensure the service is meeting required standards	Participate in the quality assurance systems to demonstrate continuous development. Strategies are developed for mapping outcomes from person centred plans and analysis of quantitative and qualitative data to increase customer satisfaction and continuous improvement. Operational policies and procedures are up to date and support the delivery of personalised and cost effective services for the service user group.
Work with the manager on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of	Changes to systems, policies and / or procedures are identified and recommended. All updates, amendments, developments are tested

responsibility.	and approved prior to delivery. Customers receive prompt, accurate policy / procedural updates. Service standards are improved.
Work closely with others to support/manage the development and delivery of improvements in processes and procedures.	Gaps in service provision are identified, policy issues are highlighted and recommendations are made to resolve the issues. Agreed improvements are developed, delivered and evaluated. Issues and recommendations are brought to the attention of senior managers. Lessons learnt from incidents/complaints/safeguardings etc are discussed with staff and service amended accordingly. Benchmarking against best practice authorities is completed as required
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate people and to the required standards and timescales. Evidence based recommendations are made.
Act in accordance with all policies and procedures which apply to the job and the council and understand the reasons for this	All regulations, processes and procedures are complied with.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Job specific accountabilities:	**End results/outcomes**
Managing a staff team to ensure the provision of support to service users.	Care is provided in line with best practice to the service user group with complex needs, including those living with dementia. The staff team deliver high quality residential care. The home is managed and run in accordance with CQC guidelines

	The service provided meets all operational requirements, within organisational constraints. Staff provide timely practical and personal care to service users. Support provided is based on support plans, risk assessments and on current best practice. Residents' health, religious and cultural needs are met. Conduct and capability processes are followed, investigations completed, reports provided and presented at hearings.
Operational Responsibilities	Deputise for the home manager as required Leadership of shifts including late and weekend shifts as required Induction, appraisal, supervision support is provided to staff and learning gaps are identified. All staff participate in training and development programmes Assessments of referrals to the service are completed in a timely manner Service users' involvement initiatives are developed and in-bedded
Participate in the work of the team, to organise and/or provide direct support including personal care to service users with complex needs, including those living with dementia.	Service meets all operational requirements. Needs are met in accordance with individual support plans. Person centred support is provided with the individual remaining central to all support and care provided. Care and support is provided within procedures and to current best practice. Planned and consistent approaches to working with people with complex needs and/or challenging behaviour and those living with dementia.

	All risks are considered, assessed and managed. Support is provided effectively and to the required standard. An effective service is provided at all times to manage outcomes which are person centred. To escalate any concerns.
Support staff in their practice, especially in regards with complex needs and those living with dementia.	Assess the professional practice of staff to ensure required standards are achieved by coaching and mentoring as appropriate. To induct and support staff in achieving the Care Certificate. Identify any changes that may impact upon the service/profession and address accordingly. Promote and adhere to the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England.
Manage a team of staff.	Work is allocated and scheduled to maximise the use of the available resources. Team completes work to the required standards. Effective performance management is undertaken to ensure full compliance in standards. Effective team meetings take place and to the required timescales. Contribute to the team's service plan in line with the organisations' vision. Staff are supported to ensure required standards are achieved at the right place, right time and for the right reasons. Changes that may impact upon the service/profession are identified. Sickness is managed in accordance with HR policies and procedures, documentation is maintained and reports provided as required.
Liaise with colleagues and other agencies	Issues are escalated to colleagues appropriately

such as Health Multidisciplinary Team etc. to support service users with a range of needs, including those with dementia.	and in line with agreed procedures. Plans are completed as agreed.
Providing advice and support to families/carers/the friends of service users	Work in collaboration with all partners internally and externally to support the development and delivery of improvements. Contribute to the development, implementation and review of care. Develop, establish and monitor effective communication strategies with staff, service users and families. Support is provided to service users to develop and maintain relationships
Monitor and report on service users' needs and the support provided and develop systems to monitor outcomes from person centred plans.	All required records are completed accurately and in a timely manner with due regard to GDPR.
Organise and maintain records and documents using the appropriate process/system.	Accurate, complete and relevant information is recorded in the correct format within timescales. Participate in monitoring systems as required, such as audit of support plans. Potential service users are assessed in the hospital or in the community in a timely manner Actively use all Council electronic recording systems Professional, accurate, timely and approximately documented case files, records and client information are maintained. Staff are supported in the implementation of digital record systems.
Carry out all duties with an awareness and understanding of the Safeguarding requirements within own area of responsibility.	Behaviours and actions support safeguarding of vulnerable adults as appropriate. Appropriate safeguarding training needs of staff identified and provided and then learning applied to day to day practise.

	Safeguarding standards are monitored and maintained in compliance with organisational policy. To complete safeguarding alerts and to attend safeguarding meetings as required
Monitor use of resources, including expenditure.	Resources are effectively monitored and reported on.
Contribute to the planning and delivery initiatives as part of a team.	Tasks are delivered to agreed specification, timescales and budgets. To liaise with contractors, attending pre site meetings, snagging meetings regarding the residential care home
Proactively manage the health and safety of others.	Risks to service users, staff and visitors is assessed and managed. There is a safe working environment and take responsibility for health and safety issues in the home. Sessions are planned, facilitated and engaged in, with clear outcomes for each individual. Health, safety, personal hygiene and dignity of the individual service users are maintained. Emotional support to service users and their families/carers is provided.
Receive, keep secure, reconcile and handle money appropriately, issuing receipts where necessary.	Money is handled correctly following procedures.
Manage a team who provide support to vulnerable adults.	Provide support and guidance to staff around working with individuals with complex needs and those service users with dementia. Effective support is provided, in line with the support plan. Service users are engaged in community activities wherever possible Connections and networks in the local community

	are developed, encouraged and supported.
Continuity of services	Cover is provided for colleagues' absence to ensure the smooth running of the service. This may include offering support to another of the in-house care homes. Deputise for the care home manager as required.
Quality assurance	Internal quality assurance systems are complied with - such as auditing care plans, finances, medication, infection control, incidents & accidents, safeguarding, complaints & compliments. Complaints are respond to and investigated in a timely manner, and learning identified. Performance issues are identified and timely action taken to manage risk to the organisation.

Nature of contacts
Work directly with adults in receipt of services Work directly with members of the families, carers and members of the public Work directly with health and social care professionals Liaises with external and internal partners and other agencies on day to day service issues and co-ordinate actions. Direct line management of staff Reports to the Care Home Manager Represents the service at internal and external meetings May involve dealing with challenging situations and behaviours
Procedural Context
Work is within regulatory framework, policies and procedures and best practice guidelines including: CQC regulations, HR policies and procedures; NICE guidelines; Health & Safety legislation; Organisational and local policies and procedures. Promotes and adheres to the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England. Supports the manager in the provision of residential care using analysis and judgement to apply knowledge of procedures and best practice Responds to changing demands as required, the work may include direct personal care and/or practical support. Responsible for the quality and continuous improvement of service delivery. Exercises judgement in assessing risk to service users or others and quality assurance of the service provided.

Requires the ability to identify and select solutions through application of acquired knowledge. May be required to work from other locations occasionally.
Key Facts and Figures
May involve the use of domestic equipment May involve moving and handling of people and use of assistive technology May involve use of multimedia equipment– tablets, cameras, videos, etc. Responsible for own and others' safety and security (e.g. home visits, hospital visits, community outings) Enhanced DBS clearance required
Resourcing:
Staff Management- in line with Councils organisational design principles for scale of post Budgetary responsibilities in line with level of authority. Responsibility for equipment, handling cash/goods in line with delegated level of authority.
Knowledge, Skills and Experience
Experience of leading a staff team in social care services for older people, including those with dementia. Proven ability to manage and develop a staff team to meet defined outcomes in accordance with all HR, local and organisational policies and procedures. Able to identify own development needs and take responsibility for own development Knowledge and understanding of CQC regulations and sound experience of complying with these, and other regulatory requirements, in social care services Sound knowledge of the Mental Capacity Act, Deprivation of Liberty Safeguards and safeguarding processes and experience of applying these. Knowledge of best practice in working with people with older people and those living with dementia. Experience of assessing need and risk and of developing person centred care and risk management plans Proven ability to work as an effective team member. Proven ability to implement and review procedures. Able to build trusting and supportive relationships with service users and families. Excellent interpersonal and communication skills (verbal and written).

Proven ability to build and maintain effective working relationships with a range of colleagues across health and social care Able to converse at ease with members of the public and provide advice in accurate spoken English Ability to maintain required records, both paper based and digital Good ICT skills including use of Microsoft applications.
Indicative Qualifications
Relevant care qualification, such as NVQ level 4, QCF, or equivalent
The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the council reserves the right amend or add to the accountabilities listed.