

## JOB DESCRIPTION

### DEPUTY TO THE REGISTERED MANAGER

<b>Job Title</b>	Deputy to the Registered Manager
<b>Responsible to</b>	Registered Manager
<b>Responsible for</b>	House / Flat Managers / Team Leaders All care staff in absence of the Registered Manager
<b>Key Internal Contacts</b>	Other staff within the care team Staff in other departments within the Centre Staff in other Centres in the Region Central Office Staff
<b>Key External Contacts</b>	Service User relatives, advocates and others Placing Authorities and Service Providers Registration, Regulatory and Inspection bodies Local Services – Statutory, Voluntary and Community Neighbours

### JOB PURPOSE

To take full responsibility for the management of the Home/s in absence of the Registered Manager. To provide the highest quality of care and support to Service Users in accordance with Company policies, procedures and practices and the standards set by the Regulatory Body.

### KEY TASK AREAS AND RESPONSIBILITIES

#### **Service User (as defined by the service e.g. Young People / Young Adult)**

- Supervise care staff and take charge of the Home/s in absence of the Registered Manager and ensure that the Home meets the Regulatory Body requirements at all times
- To keep up to date with regulation requirements and assist the Registered Manager with the implementation, evaluation and review of the Statement of Purpose as and when required
- To safeguard Service Users within the Home and take lead on safeguarding issues in absence of the Registered Manager under the supervision of the Head of Service
- Work with the team and ensure that referrals and applications are made as and when necessary and within the set time frames e.g. Safeguarding, Deprivation of Liberty
- Assist the Registered Manager in delivering services in line with Every Child Matters and/or Valuing People Now as and when required
- Assist the Registered Manager in ensuring that the Home/s meet the standards set by the Regulatory Body at all times and report any short falls or areas in need of attention/correction effectively and without delay
- Assist in identifying a staff member with Key Worker Responsibilities for Service Users as required
- Work positively and effectively with relatives, advocates and others involved with Service Users
- Ensure that all the relevant personal/pathway/placement plans for Service Users are in place, accurate, up to date and are adhered to by all staff
- Monitor and ensure that all Service User's personal financial transactions are recorded and administered in accordance with individual placement agreement, and Company and Regulatory Body policies and procedures
- To monitor and evaluate the risk assessment process

- Provide direct care and supervision, as required, to Service Users in the Home, including providing occasional cover for staff absence as necessary
- Supervise and support Service Users within the Home in accordance with their individual needs, assessed placement plans and the policies, procedures and practices of the Home
- Ensure that accurate and appropriate entries are made in Service User's records, diaries and reports as necessary, strictly in accordance with Company and local policies, procedures and practices
- Oversee and ensure that all staff are effectively managing challenging behaviour, enabling Service Users to develop from a position of needing external control, toward self control
- Ensure that staff are enabling Service Users to maintain a level of personal hygiene
- Work as a key member of the multi disciplinary team which encompasses education, residential and clinical service relevant to the Centre
- Liaise with staff from other departments to provide a consistent approach to all aspects of Service User care

### **Staff**

- Takes charge of the day to day management including people management issues of the Home/s in absence of the Registered Manager
- Support the Registered Manager to ensure that the appropriate qualified and experienced staff are recruited in accordance with Company policy and standards set by the Regulatory Body
- Assist in the recruitment, training and ongoing development of staff
- Undertake agreed delegated management responsibilities on an ongoing basis, in support of the Line Manager, for example supervisions, annual appraisals, probation reviews, return to work meetings and manage sickness and absenteeism, involvement in disciplinary, capability, grievance and other people management procedures in accordance with Company policy
- Support the Registered Manager in exercising their responsibilities, including deputising and representing the Home as required
- Oversee and support managers to coordinate staff between homes/flats as required for reasons of cover
- Raising awareness of Company policies and procedures and standards set by the Regulatory Body to staff members
- Provide regular supervision and annual appraisals in accordance with company policies and standards set by the Regulatory Body
- Conduct Return to Work meetings for direct reports manage sickness and absenteeism in accordance with Company policy
- Ensure that managers carry out supervisions, probation reviews, annual appraisals, return to work meetings and manage their staff in line with Company policy and standards set by the Regulatory Body
- Ensure that managers conduct regular team meetings in line with Company policy and standards set by the Regulatory Body
- Delegate responsibilities based on competence of staff and needs of the Company and review in order to promote teamwork and communication
- Ensure and/or undertake verbal debriefs with staff as required and necessary and ensure relevant paperwork is completed
- Ensure that staff exhibit the POSITIVE values set out by the Company and uphold standards of behaviour in accordance with Company policies

### **General**

- Ensure awareness that the service operates to agreed budgets and contribute to keeping within these budgets as instructed
- Assist the Registered Manager to ensure that the service operates to agreed budgets
- Exercises vigilance in respect of Health and Safety and promptly report all hazards and/or remedying them

where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others.

- Operates at all times in accordance with company policies and procedures, with particular reference to Child Protection, Complaints and Representations and Behaviour Policies
- Reports issues and/or incidents relating to staff and Service Users that have arisen in the day promptly to the relevant Line Manager or an appropriate person
- Participate in training and take responsibility for personal development
- Participate in team meetings, supervisions and annual reviews in accordance with Company policy and the standards set by the Regulatory Body
- Work to promote the centre as a valued, professional asset within its community and also to promote a culture that individuals and staff conduct themselves at all times in a manner that reinforces this image
- Ensure that all actions are in the interests of the Service Users and the Company
- On call duties as required
- To work to and exhibit the POSITIVE values of the Company and maintain standards of behaviour in accordance with Company policies, procedures and practices
- To carry out any other reasonable and relevant duties as required

**PERSON SPECIFICATION  
DEPUTY TO THE REGISTERED MANAGER**

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>		
Relevant experience of working with young people/young adults with autistic spectrum disorders and/or challenging behaviour	✓	
Experience of working within an educational setting		✓
Experience at management level in a residential setting		✓
Experience of managing staff	✓	
<b>Skills, Knowledge and Aptitudes</b>		
Ability to work independently and as part of a team	✓	
Effective leadership skills	✓	
Ability to motivate a team and individuals	✓	
Effective communication skills, verbal and written	✓	
Good IT skills		
Good organisational and time management skills	✓	
Good knowledge of Safeguarding procedures	✓	
Good knowledge of the relevant Regulatory Body regulations	✓	
<b>Qualifications and Training</b>		
A relevant qualification in management	✓	
Health and Social Care (Children and Young People) NVQ Level 4 <b>OR</b> DipSW <b>AND</b> Registered Managers Award (RMA) <b>OR</b> Leadership and Management in Care Services (LMC) <b>OR</b> Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services		✓
<b>Children Services</b>		
Health and Social Care (Children and Young People) NVQ Level 3 <b>OR</b> Level 3 Diploma for the Children and Young People's Workforce <b>OR</b> Level 3 Diploma in Health and Social Care (Children and Young People) for services in Wales only	✓	
<b>Adult Services</b>		
Health and Social Care NVQ Level 3 <b>OR</b> Level 3 Diploma in Health and Social Care (Adults)	✓	
Willingness to work towards Level 5 Diploma	✓	
Willingness to work towards further qualifications as required	✓	
Undertake relevant Group induction training on commencement	✓	
<b>Other</b>		
Commitment to the POSITIVE values of the organisation	✓	
Driving licence	✓	

