

Job Description

Job title	Deputy Home Manager	Job family	Craegmoor
Reporting to	Home Manager	Job code	SS/005
Location	Various across division	Evaluation Date	25/02/2013

Main Purpose

To support the Home Manager in ensuring that the home is maintained in accordance with our regulatory bodies. To line manage the senior team to ensure high standards of care and service are achieved within the home to regulatory standards. To support the Service or Home Manager in managing resources to ensure sales and profits are maximised.

Key Accountabilities

Quality

1. Holds regular staff meetings to foster good communication and feedback.
2. Maintains positive contact with commissioners and referrers to develop confidence in service provision.
3. Carries out or ensures that all risk assessments e.g. clinical risk assessment, COSHH, Legionella, Moving & handling etc are carried out in a rigorous and timely manner.
4. Monitors the standards of cleanliness of the home to ensure compliance with statutory and regulatory bodies.
5. Inducts and orientates new staff in a timely fashion and ensures statutory and other training is provided to maximise the ability of new staff to become integrated into the care setting.
6. Proactively participates in the company quality and compliance policy and procedures.

Innovation

7. Works with local and regional management to develop and implement new services within the unit.

Value

8. Maintains and monitors RQIA/CQC standards/regulations within the home and supports staff training.
9. Ensure all new employees are inducted, trained, motivated and supported to achieve company standards.

Knowledge & Skills

May be first level registered nurse – RGN/RMN qualification.

Experience

A sound working knowledge of the statutory requirements associated with care of the elderly is essential. A good understanding of budgets is desirable. The ability to write and implement marketing plans is desirable as is the importance of understanding the advantages of public relations activity and it's positive impact in the nursing home environment.

Autonomy & Impact

Organises and prioritises work around the operational needs of the home.

Intelligent Problem Solving

The role holder will occasionally need to apply creative and adaptive thinking to business related problems.

Responsibility

Staff

Responsible for the line management of nominated staff.

Budgets & equipment

Monitors expenditure. Shared responsibility for the care and security of equipment and consumables on site.

Informatics

Shared responsibility for the security, confidentiality and accuracy of all records, personal data and information within computerised and paper based systems and on external statutory bodies.

Communication & Interaction

Communication will regularly require judgement and gathering of information with the need for some explanation.

Working environment

Regularly operating in within a working environment where the work requires emotional resilience.

Special Features

Be familiar with changing current issues and ensure these are applied an implemented within the care home setting.

Upholding Company Values

Competency	Req'd Level	Descriptors
Quality - Of care, treatment, of facilities and of staff	3	<ul style="list-style-type: none"> ✓ Checks quality of own work ✓ Follows procedures ✓ Corrects errors and mistakes ✓ Complies with relevant regulatory and statutory requirements
		<ul style="list-style-type: none"> ✓ Double checks accuracy of own and work of others ✓ Carefully monitors and checks the accuracy and quality of others' work ✓ Values the input and expertise of colleagues ✓ Keeps clear, detailed records and files
		<ul style="list-style-type: none"> ✓ Introduces new systems and processes to improve quality ✓ Highlights shortcomings in processes, investigating unusual behaviour and identifying underlying causes ✓ Introduces performance standards and relevant KPIs to improve the quality of processes and outputs ✓ Tests out hypotheses using modelling techniques to make predictions and forecasts ✓ Develops broad plans to take into account risks, conflicts, resources as well as timescales
Innovation - Being forward thinking and thought leaders	2	<ul style="list-style-type: none"> ✓ Adapts new services already introduced in other areas within the group ✓ Amends these services to suit the needs of the local service
		<ul style="list-style-type: none"> ✓ Proposes new services to regional management, taking into account the local needs of the area ✓ Assists and supports regional management with developing and implementing these new services
Value - Due to transparency and flexibility	2	<ul style="list-style-type: none"> ✓ Prices services in line with local needs ✓ Reacts to local feedback regarding pricing of services
		<ul style="list-style-type: none"> ✓ Regularly reviews services and price points adjusting where appropriate ✓ Adjusts prices in line with demand for services