

Priory Adult Care – Deputy Manager (Specialist) – Job Description

Job title	Deputy Manager	Job family	Priory Adult Care
Reporting to	Service Manager	Job code	
Location	Site specific	Evaluation Date	November 2020

Job Purpose

To support the Service Manager by being responsible for key areas of service provision and in their absence being responsible for the overall service, including providing, managing and coordinating of support for service users.

Responsibilities

- Contributing to, or being responsible for, elements of the assessment, planning and implementation of support for people who use the service (or potential new admissions), including meeting general care needs, maximizing independence and community participation as appropriate, in conjunction with the service user and their advocates.
- Contributing to the proper maintenance of all reports and records in order to ensure compliance with good practice guidelines and legislative, statutory and organisational requirements, including but not limited to health and safety, personnel data, care plans, staff supervisions.
- Contributing to the implementation, embedding and sustaining of governance processes.
- Promotes a Positive safeguarding and learning culture, where there is openness, honesty and transparency.
- Role modelling the Adult Care Positive Culture Pledge and ensuring it is embedded in practice along with the principles of care.
- Ensure incidents at the service are recorded appropriately and reported to the relevant internal and external people/department, and that appropriate follow-up action is taken.
- Contributing to the identification and reporting of risks for the people who use the service, colleagues and visitors. If required take necessary action to ensure health and safety risk is minimised by writing and communicating risk assessment documentation.
- Facilitate annual reviews, regular reviews of care plans and risk assessments of the people we support, involving their family, care manager, key worker and others as appropriate.
- Ensures the service maintains full occupancy through the provision of an excellent service to customers. In the event of a service user vacancy, actively markets the service positively to potential customers, and supports the Service Manager to effectively prepare the service and the staff team to meet the needs of new service users.
- Identify and implement improvements within the service at all times.
- In conjunction with the Service Manager, ensuring the day to day supervision and management of the service, including rota planning, recruitment, induction and retention of suitable colleagues.
- Manage systems and processes which affect service compliance in a timely manner, including staff rotas, care hours, incident reporting, purchasing, e-compliance, Foundations for Growth.

- Ensure that weekly/monthly returns are completed in the absence of the Service Manager.
- Organises and prioritises work around the operational needs of the home - Lead by example and engender an open and honest culture which accepts responsibility, focuses on lessons learned and reports openly and with confidence.
- Consider the welfare and support of colleagues, service users and family ensuring that they are actively involved in any process with an outcome that may affect them. This may include new admissions or discharge of service users, debrief following behavioural incidents and bereavement.
- You may be required to undertake other duties appropriate to your post and/or hours of work, as may reasonably be required of you at any other sites or premises, locations in the community and in the homes of the people we support, as the company may reasonably require on an occasional or frequent basis to meet the needs of service provision as required by Priory Adult Care.

Knowledge / Education / Skills

Demonstrates an up-to-date working knowledge of regulatory and procedural requirements in relation all aspects of management of the service and service user support plans, to ensure the service maintains full compliance with internal and external regulatory and procedural requirements, as evidenced through external and internal inspections, monitoring visits and audits.

Experience

Proven experience of being responsible for key areas of service provision and in the manager's absence being responsible for the overall service, including providing, managing and co-ordinating of support for service users. 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 care home environment.

Responsibility

Staff

- Contribute to the formal supervision and appraisal of the staff team in line with organisational and statutory requirements
- Participate in the on call rota as agreed with the Service Manager and Operations Director.
- Delegate tasks and empower staff as appropriate so that responsibility for the quality of the service provided is embedded within the team
- Lead misconduct investigations and grievances effectively, with the support of the Human Resources team, thoroughly and with integrity
- Manage staff through performance improvement and attendance management in line with company policies and procedures, with the support of the Human Resources team

Budgets & equipment

Monitor medication in line with company policy and procedure, ensuring regular quality Walk arounds are undertaken, stock is ordered and returned as appropriate and colleagues are trained and assessed in the safe administration of medication.

In conjunction with the Service Manager, monitor expenditure within the service to ensure budgets are not exceeded.

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

Facilitate regular staff meetings, key worker meetings and senior team meetings and ensure minutes are taken, distributed and stored as appropriate.

Maintains positive contact with commissioners and referrers to develop confidence in service provision.

Upholding the Company Values

This provides some guidance on the types of conduct to support the Company Behaviours

Values	Evidence
Putting People First	<ul style="list-style-type: none"> • Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families • Actively seeks to develop the potential of every service user and staff member
Being Supportive	<ul style="list-style-type: none"> • Celebrates success and supports colleagues through difficult times • Demonstrates loyalty to colleagues, manager and team
Acting with Integrity	<ul style="list-style-type: none"> • Is honest and respectful in all interactions with colleagues and customers • Demonstrates emotional control • Ensures accurate recording of any transactions and interactions on all company documentation • Challenges poor performance and behaviours
Being Positive	<ul style="list-style-type: none"> • Promotes the company in a positive way at all times • Strives for positive outcomes, especially when times are challenging
Striving for Excellence	<ul style="list-style-type: none"> • Always puts service quality first • Shares and encourages innovation • Keeps on top of new developments in the sector