

Job Title: Deputy Manager	Role Profile Number: SO00077
Grade: N Salary:	Date Prepared: July 2018
Directorate/Group: Adults Services	Reporting to: Operational Manager
Structure Chart attached:	Yes

Job Purpose

The operational management of the In-House regulated services, staff and assets and the provision and co-ordination of relevant and appropriate services to the assessed needs of service users and their carers.

Assist in the development, restructure and management of the service in accordance with the policies and procedures of Swindon Borough Council.

In managing the services the Deputy Manager, will work with Operational Manager and other appropriate stakeholders, to co-ordinate and develop the service, to meet the needs of the services.

Key Accountabilities

- To lead, direct, supervise and support staff working within In-House services and providing a user led service, which can respond flexibly to the assessed needs of service users and their carers.
- In absence of the Operational Manager, the Deputy Manager would be required to work in partnership with the Service Manager for Regulated Services.
- To co-ordinate all, admissions, discharges and assessments through their house service in consultation with other professionals.
- To co-ordinate and support service users through transition period of their lives.

- To monitor, review and report on the quality of services provided by staff in the services, by undertaking regular 121's, supervisions, liaising with other professionals through transition, reviews and appraisals, including customer surveys.
- To support the Operational Manager in service development and procedures with in the services, in consultation with other Stakeholders, for outcome focused, person-centered support plans.
- To co-ordinate and delegate daily meaningful activity programmes. Including transport arrangements when required.
- To audit and monitor all documentations in line with CQC regulations.
- To assist service users with personal care, as and when required.
- To lead and develop diverse services from low level support, basic care management to high complex level support which could include behavioural or health interventions.
- To help analysis and reduce care packages by developing an outcome focus support with measurable goals.
- Responsible for ordering and organising temporary staff to cover shifts as and when appropriate.
- To be community based focused to support services users to become independent in daily living.

Supplementary Accountabilities

- Due to the nature of the demands of the service you may be required from time to time, to work outside normal hours, as and when necessary including bank holidays, weekends and evenings and participate in a management on-call system to support the service out of hours, including evenings and weekends.
- You will be required to work from any site within the In-house provider services setting.
- To undertake any other duties and responsibilities as maybe required by the organisation within the scope of the role/grade.
- Ability to cope and act fast with emergency situations.
- To support Operational Manager in any CQC monitoring visits.
- In consultation with the Operational Manager, undertake the Department's procedures for the recruitment, selection, appointment and termination of staff, in accordance with the

Council's Policies.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Management experience within health and social care.
- Strong knowledge and understanding of the physical, social, emotional and special needs of Adults and their carers including associated issues of mental health and disabilities.
- Significant level of knowledge and understanding of the legislative framework and statutory guidance for the provision of Adults.
- Experience of Managing a large and diverse staff group.
- Experience of Budget management and monitoring.
- To participate in Swindon Borough Council training programmes and the management development programme.
- To maintain relationships with other professionals, outside agencies, voluntary or private sector
- An in-depth knowledge of Health & Safety regulations.
- Understanding of the need to keep within professional boundaries, team working and experience in management.
- Understanding and thorough Knowledge of the standards set out by CQC

Qualifications

- QCF level 3/4 or equivalent or working towards Level 3/4 of QCF or compensatory experience in care management
- Experience within the social care framework.
- Knowledge of the issues affecting vulnerable people.
- Knowledge of anti-discriminatory practice.
- An in-depth knowledge of Health & Safety regulations.
- To participate in training programmes.
- Understanding of the need to keep within professional boundaries, team working and experience in management.

Decision Making

- To compile Service Users care plans.
- To liaise with the Operational Manager on any Service Users issues.
- To develop staff to meet the need of the service.
- To make the necessary referrals to other professionals regarding the safety and wellbeing of people using the service.

Creativity and Innovation

- To be aware of team dynamics, roles and responsibilities.
- To problem solve on a day-to-day basis.

<u>Job Scope</u>	Budget Holder	NO
Number and types of jobs managed <ul style="list-style-type: none"> • Senior Carers 	Responsibility	NO
Typical tasks supervised/allocated to others <ul style="list-style-type: none"> • 1-2-1 • Appraisals • Absent monitoring follow HR process. • Acting up in the absence of the Operational Manager. • Dealing with day to day running of the service. • Planning activities. 	Asset Responsibility:	NO

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- CQC
- Contract Monitoring Team
- Health Professionals (GP, Nurse, Physio, OT, CCG)
- *Social workers*
- *Hospital staff*
- *Volunteers*
- *Other care providers*
- *HR*

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in

connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

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Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	