



Role Profile

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| Job Title: Deputy Manager | Role Profile Number: SO00077 |
| Grade: N | Date Prepared: July 2018 |
| Directorate/Group: Adults Services | Reporting to: Registered Operational Manager |
| Structure Chart attached: | No |

Job Purpose

The Deputy 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 Registered 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 Swindon Borough's Multi site 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 Registered Operational Manager, the Deputy Manager would be required to work in partnership with the Building Independence Service Lead for Regulated Services.
- To co-ordinate all, admissions, discharges and assessments through the in-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 Registered 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 Registered Operational Manager in any CQC monitoring visits.
- In consultation with the Registered 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

- 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.

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| <p><u>Job Scope</u></p> <p>Number and types of jobs managed Depending on service area this would cover the following titles:</p> <ul style="list-style-type: none"> • Senior Carers • Supervisors • Session Leads • Coordinator • Shared Lives Officers <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • 1-2-1 • Appraisals • Absent monitoring, follow HR process. • Acting up in the absence of the Registered Manager. • Dealing with day to day running of the service. • Planning activities. • Planning Travel • Planning reviews or inspections. | <p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility</p> | <p>NO</p> <p>NO</p> <p>NO</p> |
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Contacts and Relationships

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

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