



| <b>JOB DESCRIPTION</b>                   |  |
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| <b>Job Title:</b>                        | <b>Deputy Manager</b>  |
| <b>Hours:</b>                            | 38 hours per week which may include evening and weekend work as required.  |
| <b>Place of Work:</b>                    | The post holder may be based at any of the company's locations and will attend other locations as required to carry out the duties of this post.   |
| <b>Purpose of Post:</b>                  | To work alongside the Registered Manager to manage, grow, develop and promote the service in line with the company's vision and business aims and objectives. To support people in an environment in which the needs of people with learning disabilities can be accommodated, whilst encouraging independent living and choice.   |
| <b>Reporting to:</b>                     | The Registered Care Manager  |
| <b>Accountable to:</b>                   | The Registered Care Manager (in their absence the CEO or a nominated member of the Management Team)  |
| <b>Specific Responsibilities:</b>        | <p>To play a full role as a member of the Management Team of New Directions.</p> <p>To work in cooperation with the Registered Managers and staff teams.</p> <p>To ensure New Directions works to standards set out by CQC and funders.</p> <p>To have responsibility for the provision of support services at all times as delegated by the Registered Manager.</p> <p>To take all reasonable steps to further the aims and objectives of the Charity.</p> <p>To take part in the Manager's on-call rota as required.</p> |
| <b>Main Duties and Responsibilities:</b> | <ol style="list-style-type: none"> <li>1. Provide and maintain high standards of all aspects of support and care where identified.</li> <li>2. Lead staff with defined outcome programmes.</li> </ol>  |

Support staff to assess, plan, implement and evaluate care plans and outcomes with service users. Ensure staff are carrying out these duties.

3. Support and lead staff to enable and encourage service users to participate in all aspects of daily life according to ability.
4. Liaise with and support staff and service users to access appropriate agencies for practical, emotional and health advice.
5. Administer and support service users with their medication and train staff to carry out these duties.
6. Ensure that the rights of service users are always respected.
7. Work as directed by the manager to ensure the leadership and support of the staff team and volunteers.
8. Delegate appropriate responsibilities to Team Leaders and support staff and working through and with them to:
  - a. Ensure the implementation of operating systems that have been developed and to arrange the periodic review and updating of such systems
  - b. Assist in ensuring the economic operation of facilities and containing expenditure within budget
  - c. Participate in planned supervision and appraisal systems
  - d. Liaise with families of service users and with staff of outside agencies as necessary for the well being of service users and staff
  - e. Prepare reports as required by the Registered Manager, CEO and the Board of Management
  - f. Monitor the quality standards of the service provided and take prompt corrective action when needed
  - g. Ensure, in so far as is reasonably practicable, safe systems of working.
  - h. Ensure staffing levels are sufficient through monitoring/implementation of rotas.

9. To assist with recruitment and selection of staff, investigations, grievances and disciplines when required.
10. To lead on the performance management of staff, with support from the Registered Manager.

**PROVIDE A SAFE, COMFORTABLE AND SUPPORTIVE ENVIRONMENT**

11. Direct, support and lead staff to encourage service users to actively contribute to the running of their home.
12. Cooperate with management in ensuring that the company complies with all contractual agreements with funders and with all statutory regulations, for example, Health & Safety, Fire, Environmental Health, CQC.
13. Report any deficiencies in the service of whatever nature to the Manager and take action where appropriate.

**ASSIST INDIVIDUALS WE SUPPORT TO SEE THEMSELVES AS VALUED MEMBERS OF THE LOCAL COMMUNITY**

14. Direct, lead and support staff to create and develop opportunities for social, leisure, volunteering and work activities locally and in the wider community for service users
15. Assist with the development and maintenance of good relationships and positive communication within the company and the community.



**Other:**

16. Develop strategies to support staff to develop themselves
17. Take responsibility for own learning and evidence of continuous professional development
18. Maintain records as required
19. Work flexibly and be prepared to do weekends, sleep-ins and night cover to meet the needs of the service
20. Such other duties as may be allocated by the Registered Manager or Management Team
21. Supervise and review staff
22. Carry out quality audits as required
23. Represent the company in contact with a wide range of external agencies, through attending various meetings/forums, giving presentations and talks as required and developing beneficial partnerships
24. Seek and evaluate improvements and developments of services provided by the company and make recommendations to the Registered Manager and CEO
25. Oversee the checking and reconciliation of petty cash and service users monies in each service
26. To act as a role model to other staff and conduct themselves at all times in a manner which is complimentary to the ideals, goals and expectations of a caring and supportive establishment.

January 2017