

CARETECH COMMUNITY SERVICES LTD	Policies & Procedures Manual	Doc. No. RJD-02
PREPARED BY: Chris Fincham	Issue No. 03 1.3.04	No. of Pages: 5
Reviewed by: Danielle Galvan	Issue Date: 30 th May 2008	CONTROLLED COPY

JOB DESCRIPTION

DEPUTY MANAGER

CareTech offers a service that encourages people to develop their levels of independence and choice in a holistic way, which takes account of the whole person.

The Deputy will have the responsibility of working with the manager in offering a professional, flexible service to meet the above statement in a way where quality can be measured by both the individual receiving the service and those purchasing it on their behalf.

Main purpose of the post

The post holder will be responsible to the Home Manager for undertaking delegated work to ensure that the service needs are met. These responsibilities will include:-

- 1) Delivery of a quality service designed to meet the individual needs of all service users.
- 2) Ensuring that staff are equipped with the necessary skills, through training, experience and supervision.
- 3) Participating in the delivery of the service which takes into account all of the day to day operational requirements, and also quality measurements and monitoring.
- 4) Deputising for the manager, and be the responsible manager in their absence carrying out all the duties that this position entails.

Main Duties & Responsibilities

1. Service Users

As delegated by the Home Manager :-

- a) Co-ordinate the assessments of the individual service users, and from this draw up their service plans in conjunction with other significant people.
- b) Review, reassess and change service plans to ensure they are up-to-date and in line with the individual needs.
- c) Allocate the implementation and recording of the service plans to staff members who have the skills, or will be given the training to enable them to fulfil the job in a responsible and professional manner.
- d) Offer individual support when necessary, and assess specialist support for the person, if required.
- e) Enable service user to express their views and take these views into account when setting service plan objectives and service provision.

- f) Ensure the development of training opportunities for service user to develop new skills.
- g) Ensure the communication of information to all service users on their individual service contracts, the quality measurements, and clear guidelines on how they might access the complaints procedure.
- h) Ensure a good standard of professional care for all service users at all times.
- i) Contribute to the maintenance of positive contact between the centre and the families/carers of every user and to encourage their active participation in plans.

2. Staff

- a) To participate in the recruitment and selection of staff within an equal opportunities framework.
- b) To offer regular quality supervision to all staff.
- c) To offer team building sessions and training programmes, designed to meet the individuals needs identified through supervision and staff appraisal.
- d) To participate in managing a staff appraisal programme.
- e) To manage the staff time efficiently through staff ratios, annual leave and monitor the quality of service delivery.
- f) To ensure that the Company's policy on positive action and anti-racism is adhered to by all staff.
- g) To supervise staff in their planning and implementation of sessions.

3. General

- a) To participate in maintaining up-to-date records.
- b) To develop links with all professional and statutory agencies who are involved with the service users.
- c) To participate in the formulation of the budgets for new financial year, and to participate in the ongoing yearly budget in line with the cash limits. To participate in maintaining up-to-date records on cash flows.
- d) To ensure that all legal requirements imposed on the service is adhered to.
- e) Ensure that the storage, administration and recording of all drugs is in accordance with the GP's instructions and management policy.
- f) To implement communication that will regularly inform and update carers, service users and staff.
- g) To report any incidents, accidents, and any changes in service to the Home Manager.
- h) To participate in the day to day running of the service, taking into account the maintenance of the unit and equipment.

- i) To review and develop the range of activities available to service users in conjunction with relevant staff, service users and significant others.

4. Personal

- a) To accept regular supervision from one of the organisations managers.
- b) To keep abreast of new developments through reading articles professional journals.
- c) To participate in the organisation's staff appraisal system.
- d) To accept training opportunities when they have been identified.
- e) To cover any duties required for the safety and well being of the service users.

This job description is subject to review when necessary and at least yearly.

DEPUTY MANAGER – PERSON SPECIFICATION

KNOWLEDGE SKILLS & ABILITIES		Attained	Length of Experience
1	To have the skills necessary to undertake the management of assessing peoples needs and developing individual service plans from the information		
2	To have the knowledge and ability to deploy staff in a way which takes into account the skills required for the job and match appropriately		
3	To have the skills to develop in-house staff training programmes to meet the individual needs of the residents		
4	To have the ability to support the Home Manager in carrying out staff appraisal programme		
5	To have the knowledge and ability to initiate the disciplinary procedure when necessary, and after consultation with a more senior member of staff		
6	To have the knowledge and ability to manage budgets		
7	To be able to work a flexible shift which covers the 24 hour day		

EDUCATION & EXPERIENCE		Attained	Length of Experience
1	To have worked in a position where you have had delegated management responsibilities for at least one year		
2	To have worked with clients who have a moderate to severe learning disability, with attendant developmental and emotional support needs		
3	To have had experience in recruiting staff within an equal opportunities framework		
4	To have had experience in supervising staff		
5	To have had experience assisting in the day-to-day operational management of a residential unit		
6	To have had experience in recording systems for residential services		
7	To have had experience of working with parents and carers		

EQUAL OPPORTUNITIES		Attained	Length of Experience
1	To have the knowledge and ability to work with and develop an awareness within the staff team of positive action and anti-discriminatory practice		

PERSONAL SKILLS		Attained	Length of Experience
1	To have the knowledge and ability to work with and develop an awareness within the staff team of positive action and anti-discriminatory practice		

2	To be able to manage the staff in a way which develops the team approach, but also which maintains your management role and position		
3	To be able to manage time effectively		
4	To be able to work in a flexible way, changing course and direction as necessary, to meet the needs of residents		

OTHER QUALITIES		Attained	Length of Experience
1	To be able to work in a flexible way, changing course and direction as necessary, to meet the needs of the residents		
2	To have in a way which always has the highest regard for the individual residents choice, abilities and wishes		

QUALIFICATIONS & EXPERIENCE <i>You should have one of the following or be willing to undertake NVQ4 at some future time</i>		Attained	Willing to Undertake
i)	Qualifications:		
	C.S.S.		
	C.Q.S.W.		
	Diploma in Social Work		
	Appropriate Nurse Qualification		
	325/3 City & Guilds		
	Diploma in Social Care Management Studies		
ii)	Should ideally have a full clean driving licence		

The above qualifications must be supplemented with at least 1-years experience at a Senior level with the client group