

JOB DESCRIPTION

Job title	Deputy Manager
Department	Operations & Development
Grade	B
Hours	Various hours to suit operational needs of the service which may include weekends and bank holidays
Job Purpose	
<ul style="list-style-type: none"> To ensure service specific regulatory, legislative and contractual obligations for the provision of social care services are met, as per current requirements. To carry out all aspects of the role within the guidance of the Organisation's vision, mission, ethos and values, enabling the people we support to maximise their independence, choice and control, acting as a role model and practice leader to the teams. To carry out all aspects of the role within the guidance of the Walsingham Staff, Dignity & Personalisation Charters and the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers. In the absence of the Locality Manager to deputise for them and assume full charge of the service. To ensure that you have processes and procedures in place to ensure the prevention and control of infection. To ensure that all staff are aware of their responsibility for the prevention and control of infection. 	
Responsibilities	
Leadership & Management	
<ol style="list-style-type: none"> In conjunction with the Locality Manager, lead and direct the teams in person centred planning and support for the people we support, ensuring that tailored support plans are completed, reviewed and continuously developed to meet individual needs, wishes and outcomes. To ensure teams actively support and promote the health and wellbeing of people we support and that current issues or changes in health, behavioural, emotional, psychological or mental health needs are reported to the relevant professionals and support sought if necessary. In conjunction with the Locality Manager, lead and direct teams to facilitate and empower the independence of people we support. In conjunction with the Locality Manager, lead and direct teams to facilitate effective communication, enabling the people we support to make their own informed choices, communicate their own wishes and be "listened to" whatever their means of communication. In conjunction with the Locality Manager, lead and direct teams to take an active role in the spiritual and cultural needs of the people we support according to the individual's beliefs, wishes and customs. To ensure all support provided preserves and respects the dignity and privacy of the people we support. To take responsibility and lead teams in ensuring that every individual we support is safeguarded effectively from harm, abuse, and unnecessary risk. To support the Locality Manager in the assessment and 'move in/on' process for the transition of people we support moving in and on from services, in line with the referrals and "Moving On" policy. In conjunction with the Locality Manager manage voids through prevention, early identification of and partnership working with the Business Development and Marketing and Communications teams to effectively promote and fill voids. To take an active role in the development and growth of the Organisation, supporting the business development objectives and Key Performance Indicators (KPIs) in line with the Organisational strategic aims and objectives and ensuring the service objectives fits within this. To maintain a good local market knowledge to ensure that opportunities for the people supported are maximised and that the Organisation is aware of external changes that will affect the service(s) market position. In conjunction with the Locality Manager ensure quality management and auditing of service delivery, maintaining accurate internal and external quality assurance records and completing any required improvement actions. In conjunction with the Locality Manager to understand and apply 'best practice' operational systems, particularly in relation to continuous improvement, customer satisfaction and quality assurance. 	
Policy, Legislation and Administration	
<ol style="list-style-type: none"> To adhere to and support the Locality Manager in ensuring that your team understands and operates within all Organisational policies, procedures, best practice guidelines in relation to Health and Social Care Standards, and local contractual arrangements and ensure that staff understand their responsibilities within them. To ensure all work by both yourself and others is safely carried out within Organisational policy and the Health & Safety at Work Act (1974), proactively managing hazards and risks and responding appropriately to Health & Safety emergencies. To ensure that teams are fully aware of their responsibilities as defined by Walsingham Policy and the Health & Safety at Work Act (1974). To ensure Risk Assessments are undertaken, recorded, delivered and regularly reviewed. In conjunction with the Locality Manager, ensure that emergency business contingency plans are comprehensive and are regularly reviewed. To ensure all records are updated and maintained accurately, in line with Confidentiality and Data Protection policies, legal and contractual requirements, Walsingham policies and procedures and service level arrangements. To provide written reports as required by the role and as directed by your Locality Manager. To report and record any significant issues, including accidents & incidents, notifiable events, safeguarding or other concerns through appropriate channels as outlined in the scheme of delegation and relevant policies and procedures. 	
Relationships & Communication	
<ol style="list-style-type: none"> To develop professional relationships with colleagues, families, other stake holders; partner organisations and regulatory bodies. To act as a role model to the team demonstrating best practice and maintaining a high standard of quality. In the absence of the Locality Manager, to attend and participate in regional team meetings, communicating effectively and taking responsibility for achieving individual and shared project tasks. To support the regional management team, for example, by undertaking and supporting investigations, chairing disciplinary hearings 	

<p>and providing management cover in the event of absence.</p> <p>26. To attend external meetings as required, representing the Organisation in a professional manner by demonstrating thorough preparation of information, knowledge of the subject and effective reporting and responsibility for achieving any subsequent actions.</p> <p>27. In conjunction with the Locality Manager plan, lead and record team meetings and ensure that all relevant information is shared and communicated appropriately.</p> <p>28. To work with the Locality Manager in identifying, reporting and resolving issues that affect the management of the service.</p> <p>29. To respect and understand people's needs in relation to: gender (including gender identity), age, sexual orientation, race, religion or belief, and disability</p> <p>30. To communicate effectively sharing relevant information in a timely and appropriate manner.</p>
<p>Budgets and Finance</p> <p>31. To support the Locality Manager in developing the budget for the service within agreed time scales.</p> <p>32. To support the Locality Manager with effective financial planning and budgetary control for the service.</p> <p>33. To ensure that all financial transactions are recorded and monitored in line with relevant Organisational policies and procedures.</p>
<p>Human Resources</p> <p>34. In conjunction with the Locality Manager, monitor available staff resources, within current legal and organisational frameworks, ensuring agreed levels of cover at all times (which may include on-call arrangements).</p> <p>35. To ensure that sufficient staff with the right experience and skills are available to deliver the service.</p> <p>36. In conjunction with the Locality Manager, to support the recruitment process and ensure all staff vacancies are filled appropriately and within a timely manner.</p> <p>37. In conjunction with the Locality Manager, ensure all new team members receive a full and comprehensive Induction.</p> <p>38. Ensure supervision adheres to Organisational policy and procedure and that practice and performance are discussed regularly within this.</p> <p>39. In conjunction with the Locality Manager, ensure that all team members receive an annual appraisal.</p> <p>40. To identify and undertake regular training for both yourself and staff and understand and value opportunities for the continuing professional development for you and your team.</p> <p>41. To support the Locality Manager in facilitating team training, development and meetings.</p> <p>42. In conjunction with the Locality Manager, support and monitor though the resources available staff attendance and follow Organisational policy and procedure when addressing sickness absence.</p> <p>43. To support the Locality Manager with employee relations issues in line with Organisational policy and procedures, ensuring appropriate advice is sought from relevant departments and the Operations and Development Manager.</p> <p>44. To immediately report (within the bounds of practicality) any customer feedback or grievance to the Locality Manager/ Operations and Development Manager; responding and recording as per policy requirements.</p>
<p>General</p> <p>45. To travel to allocated locations, if required.</p> <p>46. To participate in on-call arrangements, as appropriate</p> <p>47. To take responsibility for your job description and take an active role in determining and meeting your development needs.</p> <p>48. To carry out any other duties that are within the scope, spirit and purpose of the job, its title and are requested by the post-holder's line manager.</p>

PERSON SPECIFICATION FOR DEPUTY MANAGER - DRIVER

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications & Training (i.e. the level of education & professional development that the job requires)	<ul style="list-style-type: none"> Level 2 Social Care qualification. (Minimum essential requirement) Level 3 Social Care qualification in line with the organisation's Strategic Aims or a commitment to complete the qualification within an agreed timeframe. Willingness to work towards a Level 5 Social Care Qualification as required. 	<ul style="list-style-type: none"> Appropriate Level 5 Social Care qualification
Legal Requirements	<ul style="list-style-type: none"> To achieve and maintain a satisfactory Enhanced Disclosure and Barring Service Certificate Ability to provide evidence of right to work in the UK Must be 21 or over and have held a full manual driving licence valid for driving in the UK for a minimum of 2 years as per Walsingham Insurance requirements. 	
Experience (i.e. the quality or quantity of different experiences that the job requires)	<ul style="list-style-type: none"> Reasonable experience of working at a supervisory level in a care/support setting within the last 3 years 	
Knowledge, skills & competencies (i.e. the specific skills and knowledge that the person is required to bring to the job and the behaviour that is needed for effective performance)	<ul style="list-style-type: none"> Knowledge and understanding of The Health & Social Care Act (particularly the Essential Standards of Quality & Safety in England and / or Care Standards Regulation in Wales) and other legislation relevant to the running of the service Ability to demonstrate clear communication skills both verbal and written Good numerical skills Ability to monitor service budget Experience of coaching and mentoring Good people management skills Good conflict management skills Good interpersonal skills Good listening skills Good level of team skills, but also possess the ability to work on their own Good organisational skills Good planning, prioritising and monitoring skills Ability to work under pressure Ability to set and work to deadlines Good decision making skills Computer literate, skilled in using Microsoft Office - particularly Word, Excel, Outlook and the Internet 	<ul style="list-style-type: none">
General attributes (i.e. aspects of the personality & beliefs that are required to carry out the post effectively)	<ul style="list-style-type: none"> Ability to deal with confidential material appropriately Ability to build and maintain relationships internally and externally with a variety of professional contacts. Ability to support, empower and promote the rights of people with learning disabilities Demonstrates a commitment to Walsingham's Vision, Mission and Ethos and Values. Ability to take the initiative and lead where appropriate Ability to recognise, challenge and remedy bad practise 	
Other	<ul style="list-style-type: none"> Ability to adapt working style to meet needs within an ever changing environment Ability to carry out appropriate physical aspects of the role such as using hoists, pushing wheelchairs, supporting service user activities etc. Ability to work a variety of shifts across a 24 hour day, 7 day week, 365 day year rota Ability to support service users on holidays both in the United Kingdom and abroad Ability to travel independently to various locations across the organisation for training, meetings, cover etc., that may involve overnight stays 	

COMPETENCIES OF ROLE

COMPETENCY	EXPECTATIONS
Achieving Results: Prioritising / Planning & Business Development: Identifies how a person works to meet their targets, support their own and team / organisational objectives & actions and works towards a high standard of service delivery	<ul style="list-style-type: none"> Knows what is required in their role, follows policy, local practice and any external requirements (e.g. commissioners, regulation etc.) Gives feedback to the manager on how things can be done better and always looks to improve things. Monitors and works towards actions within service and organisation plans or targets to ensure their achievement. Is able to prioritise workloads and plan their own tasks and their team's tasks effectively. Supports their manager in achieving targets that will help achieve the organisation's strategies / aims. Has a strong understanding of quality, works to achieve a high standard of care and always presents themselves positive as a member of Walsingham to ensure the organisation's image is a positive one.
Values / Equality and Diversity Demonstrates and evidences treating everyone as equals recognising everyone's own skills, qualities & individuality.	<ul style="list-style-type: none"> Can adapt how they behave according to who they are interacting with e.g. internal employees, people we support, families, commissioners, inspectors etc. Is able to support other to understand and meet the needs of people we support Promotes person centeredness in all aspects of their work. Supports the development of person centred plans and monitors plans and goals. Is able to review information and interpret this in ways that are appropriate to the individual and colleagues.
Meeting Customer Needs & Achieving Outcomes This promotes Walsingham values and ethos through a desire and willingness to respond effectively and efficiently to the needs of internal and external customers. Continually looking to improve quality and achieve outcomes.	<ul style="list-style-type: none"> Takes responsibility for dealing with customer concerns or needs even when not within their area of work Always presents a positive and professional response to all customers. Delivers a high standard of service to the customer, but also listens to feedback and seeks to continuously improve.
Problem Solving & Decision Making The ability to view a problem positively, seeking and presenting solutions with a view to learning to improve future practice. An ability to make informed decisions and seek advice and support to make decisions where required.	<ul style="list-style-type: none"> Has a focussed approach to understanding/analysing and solving problems. Work with colleagues and managers to develop and implement solutions showing the ability to engage everyone in caring about the issue and solution. Knows what information is needed for people to be able to make informed decisions and / or choices
Relationships and Teamwork The ability and desire to work in harmony with colleagues across Walsingham, seeking positive outcomes & solutions and working towards agreed targets and objectives. Supporting colleagues and taking on appropriate levels of accountability and responsibility. Able to communicate effectively to everyone both internally and externally	<ul style="list-style-type: none"> Can identify people's strengths and weaknesses, support them in using their strengths and help them develop the gaps. Supports colleagues equally, ensuring that each person feels valued. Appropriately delegates providing opportunities for people to develop their competence. Facilitates a team approach, leading by example and builds effective relationships with colleagues.
Technical Knowledge The ability to understand the remit of the role and evidence the technical knowledge and ability required within that role.	<ul style="list-style-type: none"> Has a good understanding of social care and the needs of the people supported within that model. Has a good understanding of employee relations and managing conflict Is able to apply their own knowledge & skills to support colleagues and creates an environment of excellence that promotes continuous learning & development.
Learning from experience and developing practice The ability to improve own practices through reflective review and to analyse own performance to inform future development. Is committed to learning and developing own practice as well as supporting development in others.	<ul style="list-style-type: none"> Takes opportunities for professional development when they arise. Engages fully in supervisions to develop their own understanding of continuous improvement and support others in this area. Is able to reflect to identify own areas of strength and weakness, aspects that need to be improved and how to achieve such improvements.
Leadership Organising a group or groups of people to achieve a common goal	<ul style="list-style-type: none"> Manages a small team within an office or service setting. Ensures that each team member is competent to undertake their role and works to promote excellence through carrying out their role. Ensures the smooth day to day running of the function or service within the requirements of their role Works effectively to deliver the requirements of the service or function. Actively supports their manager and seeks ways of improving service delivery through promoting innovation and initiatives within their team.

