

# **RIDGEWOOD CARE SERVICES**

## **JOB DESCRIPTION – DEPUTY MANAGER**

**Position – Deputy Manager**

**Responsible to – Registered Manager**

**Hours of work – 40 hours per week – shift working, to include occasional nights and sleep ins or pro rata**

**Annual Leave – 20 days + 8 days bank holiday or pro rata**

**Benefits - Pension Scheme**

### **PURPOSE OF POSITION**

1. The Deputy Care Home Manager will provide management and leadership to a team of Senior and support workers.
2. They will ensure support teams have the skills and competences required and ensure that all regulatory and contractual standards are met and exceeded.
3. The Deputy Manager will ensure that Ridgewood is appropriately represented and working in effective partnership with key local service providers, acting as an ambassador for the organisation.
4. They will be responsible for ensuring good communication channels are established and facilitated joint working.
5. The Deputy manager will be responsible for managing staff and delegated budgets in accordance with Ridgewood's policies and procedures.
6. Key to the position is adopting a proactive approach to achieving positive, engaging, promotional and relationship building role with local Authorities and all other stakeholders.

### **KEY RESPONSIBILITIES**

#### **MANAGE AND CO-ORDINATE DAY-TO-DAY ACTIVITIES WITHIN THE SERVICE**

1. Ensure that all services are delivered within the framework of Ridgewood's core values and in line with the organisations policies and procedures.
2. Ensure that services are of a standard which meet and exceed standards set by regulatory bodies, including the National Care Standards, NICE standards, and contractual obligations.
3. Deploy staff in a way that maximises cost efficiency whilst meeting the demands of the people we support.
4. Undertake administrative tasks as required in relating to staff records, management records etc as required.
5. Monitor all financial matters relating to the service in accordance with finance policies and procedures. Contribute to the management of the budget and take corrective action where appropriate.

6. Liaise with external professionals, individuals, and families as required to ensure the needs of the people supported are reviewed regularly and plans developed so that we continue to meet their needs.
7. Ensure effective referral protocols and practices are in place to enable speedy and positive responses are provided to meet new demands.

#### **ENSURE GOOD PRACTICE WITHIN SERVICES**

1. Ensure that appropriate person-centred support arrangements are in place for each individual
2. Implement and monitor quality assurance strategies and documents, actively promoting a culture of continuous improvement.
3. Actively promote and support inclusion, ensuring that individuals are supported to participate in community and work opportunities according to their interests and wishes.
4. Provide coaching and mentoring to staff
5. Ensure Health and safety requirements are met within services and comply with health and Safety legislation.
6. Plan and implement service development along with the Registered Manager.

#### **MANAGEMENT OF TEAMS AND INDIVIDUALS**

1. Contribute to the recruitment, appointment and induction of staff through effective use of Ridgewood's Recruitment policy.
2. Manage and support staff in line with Ridgewood's policies and procedures including supervision, absence management, disciplinary and grievance issues.
3. Promote and support effective team working through good communication and regular team meetings.
4. Identify individual and team learning and development needs, planning to meet these needs.
5. Participate in the delivery of training as agreed by the Registered Manager.

#### **TO ESTABLISH AND MAINTAIN EFFECTIVE COMMUNICATION**

1. Develop and maintain effective communication systems within the team.
2. Ensure regular team meetings are held
3. Ensure regular service meetings are held
4. Ensure regular planning and reviews are carried out for all individual service users
5. Ensure effective representation and joint working with key agencies, families and individuals.
6. Establish and maintain processes for facilitating new referrals.
7. Promote the organisation in a professional manner.

#### **ACCOUNTABILITIES**

1. For ensuring that the service users are treated with dignity and respect in all aspects of their lives
2. Taking person-centred approaches to supporting the service users (when in doubt seek help and advice)
3. Meeting the requirements of Ridgewood's policies and procedures
4. Meeting the protection of vulnerable adults procedures

5. Following service users care plans
6. Shared accountability for creating shift plans and ensuring that tasks are delegated. This includes ensuring adequate shift cover for the current shift and providing cover for foreseen shift shortages eg staff sickness
7. For ensuring the accurate and safe administration of service user medication
8. Shared accountability for accurate and informative shift handovers

## **SERVICE USER SUPPORT**

1. To support service users with all aspects of their Care Plan and care guidelines
2. Where appropriate, support service users with their personal care needs (washing, dressing, toileting, dental care etc)
3. Support service users to develop skills to enable them to manage their daily lives
4. Where appropriate, to support service users with food preparation
5. To communicate with service users using all appropriate methods and to actively listen to their views, decisions and choices.
6. Support service users to achieve planned goals and personal outcomes
7. Support service users to be at the centre of any planning about their lives
8. Support service users to become active and valued members of the community
9. Participate in service users holidays as agreed with the Home Manager
10. Support service users to develop problem solving skills
11. Support service users in line with their behavioural guidelines, promoting a Positive Behavioural Support approach
12. Support service users to access leisure, education and employment opportunities in accordance with their wishes and needs
13. Support service users to access the community facilities of their choice
14. Inform the Registered Manager or shift leader of any concerns relating to the health and well-being of the service user
15. Support service users to make complaints or report any concerns
16. Respect service users privacy, property, home, dignity and choice
17. Assist service users to develop and maintain relationships with their family and friends
18. Use emergency services and medical support services where appropriate
19. Use out of hours On-Call support where appropriate
20. To be a Keyworker or Co-Keyworker with an assigned service user.
21. Use emergency services and medical support services where appropriate
22. Participate in out of hours On-Call support where appropriate

## **RECORDING, REPORTING AND ADMINISTRATION**

1. To read the communication book, support notes and diary at the beginning of each shift
2. Maintain complete, accurate records - care notes, tick charts, health notes, behavioural records, financial records, communication book notes diary etc at the end of each shift.
3. To assist in the development and implementation of risk assessments
4. To follow the read and Sign processes for all Ridgewood's documentation
5. To follow Ridgewood's financial policies and procedures
6. To report any breaches in discipline, performance or conduct by any Ridgewood employee

7. To report any incidences of abuse using Ridgewood's whistleblowing or vulnerable adults procedures
8. Ensure that the Registered Manager and/or Deputy Manager are given regular updates and to report any concerns, worries or deficits in service provision.
9. Support the registered Manager to maintain the Home by carrying out domestic, maintenance and administrative duties as directed by the Manager in accordance with the current operational, Health and Safety and Maintenance procedures.

### **TEAM WORKING**

1. To work in partnership with service users, staff team members, agencies, families etc as appropriate.
2. Work in a non-aversive, non-abusive manner and promote an open, inclusive culture with both service users and staff.
3. Participate and support the development of team members, as directed by your line manager
4. Support other service users within Ridgewood by carrying out shifts at those services, as requested.
5. Support the registered Manager and the staff team to maintain the home by carrying out shopping, cleaning, washing, menu planning, ironing etc, involving the service users wherever possible.
6. To attend meetings as directed by the registered or Deputy Managers.
7. To follow the shift plan.

### **EMPLOYEE DEVELOPMENT**

1. Receive and complete an agreed induction in the first six weeks of employment
2. Participate in monthly supervisions with your line manager
3. Participate in Ridgewood's appraisal processes
4. Attend training courses to enhance your skills, knowledge and professional development.
5. To complete NVQ training Level 4
6. Actively support the development of team members through mentoring and coaching. Assist with in induction, NVQ's, completion of Medication assessments etc

### **ADDITIONAL RESPONSIBILITIES FOR KEYWORKERS AND CO-KEYWORKERS**

1. To work closely with the appointed service user to promote person centred approaches in all aspects of their lives, developing a person centred care plan.
2. Provide monthly reports
3. To provide and attend annual service user review meetings. Implement recommendations or actions arising from the meeting – working in conjunction with the service user and other professionals to do so
4. To promote service user attendance at their review meetings
5. Maintain service user administration records, the service users Main and day to day files
6. Carry out risk assessments
7. Assist with the developments of care guidelines

8. Proactively support the service user to manage their health and well being by ensuring that medical reviews and appointments are organised regularly

#### **ADDITIONAL**

1. To take responsibility for the health and safety of self and others
2. Any other responsibilities or duties within the reasonable capability and expectations of the role
3. Provide support to other Ridgewood services when requested
4. When carrying out sleep-in duties, you will be required to sleep in the home and may be woken during the course of the sleep-in to assist service users
5. Participate in the On-Call system
6. Work flexibly to meet the needs of the service, carrying out direct support as necessary
7. Deputise for the Registered Manger as required.

#### **WORKING ENVIRONMENT AND POTENTIAL RISKS**

1. Working to support adults in a domestic environment and in the community
2. Service users from time to time display challenging behaviour which may be physical and/or verbal and or behavioural in nature. The role may require non-violent crisis intervention procedures such as physical restraint in line with an individuals guidelines from time to time.
3. Implications for COSHH – domestic chemicals and pharmaceuticals
4. Implications for Health and Safety – Food hygiene, fire safety, manual handling, accident prevention
5. The role requires shift work including working occasional night work and sleep-ins
6. The role requires driving service users and staff using company vehicles

**This job description is not an exhaustive description – it is a guide and will be subject to review to meet the service / business needs.**