

ROLE PROFILE

POSITION	Deputy Manager		
TEAM	Extra Care, Homes and Communities Theme	LOCATION	Miners Court
VERSION	6	LAST UPDATED	June 17

PURPOSE OF ROLE	<p>To front line manage the Extra Care team at Miners Court.</p> <p>To be accountable and responsible in the management of the care and support service, ensuring it meets the individual, person centred, needs of all customers and contributes to the achievement/maintenance of compliance with CQC Key Lines of Enquiry and Fundamental Standards.</p>
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KEY ACCOUNTABILITIES

1. To be responsible for the delivery of 24 hour Care and Support contract ensuring compliance with Care Quality Commissions Key Lines of Enquiry and Fundamental Standards, promoting independence and managing and responding to emergency calls.
2. To deputise for the Registered Manager in their absence ensuring all regulated activity is compliant with the Care Quality Commission 'Fundamental Standards of Quality and Safety'.
3. To carry out care tasks as specified in the Extra Care Support Worker Role Profile as and when necessary.
4. To deliver a flexible customer focused service liaising with key stakeholders, including families and overseeing related administration.
5. Carry out appropriate Assessments of Needs for all potential residents in liaison with Cornwall Council.
6. Ensure the translation, implementation and compliance of all organisational policies and procedures and relevant legislation by the Care and Support team, supported through appraisals and monthly supervisions.
7. Work with the team to undertake relevant training and development activities to support on-going personal development and sector legislative changes.
8. Support the delivery of services which safeguard vulnerable adults and children from abuse as a preventative strategy, whilst reporting any concerns for wellbeing according to Safeguarding Policies and Procedures.
9. In association with the Registered Manager undertake rota management, care and support plans, reviews, outcomes and risk assessments. Regularly carry out spot checks and quality assurance processes for all service users. Chair and participate in monthly team meetings.
10. Maintaining records of daily occurrences relative to the well being of the service user and matters relating to the scheme, in compliance with staff handbook.
11. Collate, monitor and deliver to Key Performance Indicators as specified within contract.

12. To take responsibility under Health and safety legislation, including the development of risk assessments, making sensible judgments in relation to customers, team members, the environment, security etc, mitigating identified risks to an acceptable level under the support of the Area Registered Manager.
13. To work flexibly responding to the needs of the service; this includes being included on a shift pattern, working evenings and weekends to offer consistent management support across the service. To participate in the on-call Manager rota as and when required
14. Promotion and encouragement of social activities within the scheme.
15. To be responsible and aware of the cash handling procedure.
16. To monitor and manage sickness within the team, ensuring the completion of return to work interviews and sickness reviews.

GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.
6. Comply with the company's Lone Working Policy and Procedure.

REPORTING

- Reports to the Registered Manager.
- Responsible for a team of Extra Care and Support Assistants

CONTACTS

- All Coastline staff
- Executive Team
- Middle Management Group
- Operational staff
- **External**
- Customers
- Funding Bodies
- Commissioners
- Referring and partnership agencies
- CQC

PERSON SPECIFICATION

POSITION	Deputy Manager		
TEAM	Extra Care, Homes and Communities Theme	LOCATION	Miners Court, Extra Care
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QUALITY	ESSENTIAL	DESIRABLE
Education & Qualifications:	<ul style="list-style-type: none"> To hold, or be working towards, Diploma in Health and Social Care To hold or be working towards a management or equivalent qualification. Be prepared to undertake a Level 5 Diploma in Leadership for Health and Social Care 	<ul style="list-style-type: none"> Level 5 Diploma in Leadership for Health and Social Care
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> Experience of supervising and managing a team Experience of working within the Care and Support Sector Knowledge and understanding of the role of the Care Quality Commission (CQC) and the Key Lines of Enquiry and Fundamental Standards. Experience of managing and taking action in response to potential safeguarding alerts under the safeguarding adults policy and procedure To have had experience in the completion of Needs Assessments, Care and Support plans and Risk assessments. 	<ul style="list-style-type: none"> Knowledge of social support and housing provision Experience in reporting contract compliance/returns with minimal support Good understanding of the Social Housing environment and related issues, e.g. Social deprivation, unemployment, and community care.

Job Related skills	<ul style="list-style-type: none"> • Proficient IT skills, e.g. Office, Excel. • Willing to display initiative and accept responsibility for decision making • Effective communication skills both verbally and in writing. • Experience of preparing, handling and storing of confidential information and records within legislative guidelines • Ability to plan and prioritise own workload 	<ul style="list-style-type: none"> • Knowledge of Benefits system. • Knowledge of relevant external agencies • Ability to develop new initiatives
Personal Skills	<ul style="list-style-type: none"> • Ability to demonstrate our Values: <ul style="list-style-type: none"> • Put our customers first • Be open, honest and accountable • Strive to be the best • Value each other • Compassionate and respectful understanding of the general health and well being of the relevant customer base • Creative and innovative in identifying solutions Flexible approach • Excellent interpersonal and communication skills including the ability to act with tact and diplomacy • Ability to cope well under pressure, in an emergency situations • Good team player • Commitment and understanding of Equality and Diversity. 	<ul style="list-style-type: none"> • Develop effective working relations in order to motivate a staff team
Other	<ul style="list-style-type: none"> • Full driving licence and have access to a car • Satisfactory Enhanced DBS disclosure 	