

Role: Deputy Manager – Short Stay

Job Purpose:

Deputise for the registered manager of the service.

Lead and manage a staff team and operations of the short stay service across older people and learning disability services. To ensure that individual care of people we support is in accordance with regulatory and departmental requirements, policies and procedures.

Be responsible for setting appropriate standards which are designed to achieve consistently high standards of care. Ensure that measures are in place to monitor standards and to take remedial action to correct any areas of concern.

Ensure that support is person-centred, responsive and in line with agreed support plans. To be a point of contact for health professionals in relation to IMC services.

Work as part of a wider management team to develop the service which is fit for purpose and sustainable for the future.

Provide out of working hours support in the way of partaking in an on-call rota.

This role will make a difference by....

Being a confident and credible member of the management team within short stay. Adopting a 'hotel style' model approach of the Short Stay Service. Instilling strong quality standards within the team and ensuring these are adhered to. Encouraging a culture based on respect and dignity for those in need of care and support, providing supervision and clear management to a team of staff.

Duties and Responsibilities

Customer Care Management

Ensure that the specified system to assess the needs of prospective admissions to short stay is in place and adhered to and, in the absence of the Registered Manager, to be accountable to approve admission requests based on ability to meet need.

Use the specified measures in place to ensure that the experience of the service is of a consistently high quality and that this is regularly monitored and reviewed.

Operate the specified care planning processes within the service and ensure that clear and accurate records are consistently in place and maintained to a good standard and in accordance with legislative requirements.

Ensure that the care planning process is outcome focussed and that outcomes are regularly measured and reviewed in partnership with people supported, staff, family, carers and other relevant individuals.

Ensure that information and communication methods for people supported are consistent, accessible and produced and presented in accordance with service and organisational standards.

Contribute to the design of a clear activity program for people using the service which maximises physical, mental and social stimulation at an appropriate level, and to ensure that this takes place to the required standard.

Ensure that people staying for IMC are receiving the therapy input and social worker input required to ensure that are enabled to leave the service safely with maximised independence.

Staff Management

Provide consistent leadership and management to the staff team within the service, operating the staff management and communication systems which are in place including team briefings, handovers, staff suggestion forums, supervisions and employee reviews.

Directly manage the members of the team within the service to ensure that there is clear accountability and high standards of performance in operation.

Be responsible for day to day management of staff ratios and rotas in accordance with demand levels, including making requests to the Registered Manager to make any temporary adjustments to the planned rota of work

Identify development needs of staff within the service and provide to the Registered Manager for inclusion in the workforce development plan, ensuring all mandatory and refresher requirements are met, and that staff booked to attend training are enabled to do so.

Work with Workforce Development colleagues to design and deliver in-house materials for specific development activities.

Regularly observe and audit staff practice in all areas of the service and at all times of the day/week, providing constructive feedback to celebrate success and improve performance and standards. Under the direction of the Registered Manager to work with Workforce colleagues to proactively manage staffing situations and to regularly review staffing arrangements and practices to ensure they are fit for purpose.

Effectively manage changes to service or staffing arrangements ensuring that the organisation's policies and procedures are adhered to and staff are engaged in the process and outcomes.

To follow the process/system in place to monitor appropriate staff levels to meet need.

Financial Management

Contribute to budget management within the service ensuring that all expenditure is approved at the appropriate level and all financial procedures and requirements are adhered to.

Authorise expenditure as the delegated level.

Resource Management

Be responsible for the building when on duty, ensuring that any concerns regarding repairs and maintenance are logged appropriately and referred to the appropriate team for action. Ensure that any equipment maintenance requirements are logged and addressed in a timely manner in accordance with the asset plan.

Contribute to the asset management record and to regularly audit the state of the building (interior and exterior), to contribute to the plan of redecoration work in place to ensure the finishes of the building remain of a good standard.

As directed by the Registered Manager, be responsible for trades people or contractors on-site to undertake work within the service, ensuring communication with them and about the work they are completing is clear and that any disruption to the service is managed effectively.

Performance and Quality Management

Manage the service day to day in accordance with regulatory and organisational policies, procedures, guidelines and standards providing a caring, stimulating and safe environment.

Partake in regular reviews of the quality assurance frameworks to ensure that the service is working to CQC expectations.

Ensure that information is maintained in accordance with quality assurance and CQC requirements and is readily accessible for inspection purposes.

Ensure that all comments, complaints or safeguarding alerts concerning the service are actively encouraged, investigated, reported or taken action on within the necessary timescales. Also ensure that compliments are communicated proactively and celebrated.

Undertake regular observations and audits including those of staffing arrangements and practice, environment, medication and customer care to use these to inform service improvement.

Health and Safety Management

Ensure that a clear, and consistent system is in place for the management, administration and control of medication in accordance with Departmental policies and guidelines. Ensure that regular audits against this are in place to address any practice issues.

Ensure that departmental health and safety arrangements are implemented, monitored, and improved as and when appropriate, within the service. Ensure that risk assessments are carried out within the service and that these are used in conjunction with recognised health and safety standards and good practice to ensure risks are appropriately controlled.

Ensure that all employees within the service have access to a manual, handbook, or equivalent, that provides relevant details on the arrangements and standards that apply to their roles, a copy of the departmental health and safety policy, and a list of all corporate and departmental standards and arrangements with information on how they can be accessed or obtained should they become relevant.

Ensure that issues that require action that is beyond your control are reported through line management structures and/or to Health and Safety. Co-operate and coordinate with relevant internal and external parties on matters of health and safety to ensure that each party is able to appropriately control health and safety risks. Ensure that staff within the team are consulted on matters that affect health and safety.

Ensure that staff health and safety training and development needs are assessed, reviewed regularly, and acted upon appropriately. Carry out work in a manner that does not place the health and safety of yourself or others at unnecessary and/or inappropriate levels of risk.

Fully co-operate with the Department's and Personas managers in all matters relating to occupational health and safety

Report any damage to equipment and shortcomings in local arrangements to a supervisor or line manager.

Ensure that appropriate management or organisational representatives are informed of; any apparent cases of serious or imminent danger, situations which present a significant risk to health or safety, and any shortcomings in departmental and/or organisational arrangements.

Report any concerns to the health and safety officer for Persona.

Personal Responsibilities

Undertake training as required and as appropriate to the job. Be responsible for own continuing professional development. Attend one to one and employee review sessions and to actively contribute to objective setting, performance monitoring against targets and training needs analysis.

Adhere to the appropriate procedures, policies and values of Persona. Contribute to the safeguarding of adults by ensuring you are aware of your role in relation to the safeguarding adult's policy, take steps to protect service users from any form of abuse or neglect and use the appropriate reporting mechanisms to inform management of any concerns.

Communicate in an appropriate, open and accurate manner, respecting

confidential information in line with Personas policies.

Partake in an on call rota which covers all short stay inclusive of IMC, Respite for elderly and Learning Disabilities.

Corporate Responsibilities

Contribute to the overall management of the service and Persona through contributions to corporate activities, e.g. working groups, organising events.

Support the Emergency Planning Welfare Team and respond to emergencies as required. Perform any other duties as may be required commensurate with the salary and the grade.

Person Descriptor:

A multitasker who is able think on their feet to problem solve, challenge and find effective solutions to issues which arise and keep the operational service consistently running smoothly and calmly. You will be an enthusiastic, flexible person with a 'can do' attitude and you instil this across your staff team. Calm in your approach, able to retain information and prioritise effectively, you are a first class communicator who is confident and credible and able to manage a variety of relationships and have difficult conversations when needed. You'll build the confidence of your staff team and those around you and build a culture of commitment whilst understanding what people supported want from the service and how this can be provided.

Person Specification:

Essential Attributes

Qualification and Knowledge

1. Satisfactory disclosure at the appropriate level under the Disclosure and Barring Service (prior to appointment)
2. Level 3 qualification in health and social care or equivalent
3. Willingness to work towards Level 5 Diploma in Leadership and Social Care (previously Registered Manager Award)
4. Clear understanding of Safeguarding issues and the responsibility of providers in relation to this
5. Good understanding of health and safety and risk management, and able to identify risks and effectively manage these.
6. Good understanding and knowledge of CQC requirements and KLOEs and ability to understand the implications of these for the service and workforce

Experience

1. 1 years experience in a senior/lead capacity in a relevant care setting within the past 5 years
2. Experience of leading and developing a staff team, working on a rota basis

3. Experience of developed effective working relationships with others and working together to deliver the best outcomes for tenants 4. Experience of managing a budget successfully to avoid overspend and maximise efficiencies 5. Experience of ensuring that standards, policies, procedures are in place, understood and adhered to 6. Experience of proactively managing health and safety
Skills and Abilities <ol style="list-style-type: none"> 1. Ability to demonstrate understanding and apply our workplace values (see below) 2. Confident in the use of computerised systems of work 3. Ability to problem solve and to be creative and innovative in developing effective solutions 4. Ability to lead by example in the implementation and use of efficient systems which meet regulatory requirements 5. Ability to investigate incidents, complaints etc and to provide clear evidence based reports of findings to aid decision making 6. Ability to make evidence based decisions and to provide clear and consistent explanations of decisions and rationale to stakeholders 7. Ability to communicate clearly, concisely and sensitively with a range of stakeholders, face to face, in writing, or by telephone
Desirable Attributes
Qualification and Knowledge <ol style="list-style-type: none"> 1. Level 5 Diploma in Leadership and Social Care (previously Registered Manager Award)

Values and Behaviours:	
<i>Our values are the principles by which we behave towards everyone around us including people we support, colleagues, carers, family members and other professionals.</i>	
R	Respectful Treat others with respect and dignity Listen with an open mind to the views and opinions of others Communicate politely with the right tone and language Handle confidential or sensitive information with discretion
E	Enthusiastic Are positive, have fun and put 100% energy into each day Celebrate success and be proud of what is achieved Ensure skills and competence are maintained and developed Uphold strong work ethics around attendance and reliability

A	Adaptable Willing to change or try different things Adapt my style and approach where this can create a better outcome Adapt each day to ensure it meets the needs of those I work with Help each other out
C	Caring Treat others with kindness and understanding Appreciate the difference in others and value everyone Have empathy for others and give emotional support Work to agreed standards of quality
H	Honest Speak up when it matters Take responsibility for my actions Act in a way that is consistent with what I say Resolve tension or conflict through listening and talking it through