**JOB DESCRIPTION DEPUTY MANAGER**

**Job Title:** Deputy Manager

**Responsible/**

**Accountable to:** Registered Manager

At Evermore Care, we believe in delivering meaningful person-centered care to our residents. Our homes provide state-of-the art facilities offering the very best in personal, dementia and respite care.

**EVERMORE VISION AND VALUES:**

* Wellbeing
* Freedom
* Community

We are here to make a difference, with a people-first culture and a commitment to living our values every day.

**JOB SUMMARY**

To be accountable and responsible for the quality of care, effective use of all resources and safety of our services.

To ensure compliance with Evermore Care policies and procedures, in addition to all statutory legislation and Regulatory Standards.

To act as a role model for the team and be an ambassador for the organisation and lead on the effective implementation of the Evermore Care Vision and Values and business strategy.

Fundamental to this role is the ability to ensure that our homes actively promote interventions that support older adults, and persons with dementia, and to deliver and sustain a high standard of operational and clinical quality through evidence based best practice.

**KEY RESPONSIBILITIES**

Specific responsibilities include, but are not limited to, the following:

1. To be accountable for all CQC, Regulatory, Statutory, and quality monitoring requirements.
2. To ensure that the service progresses and completes action plans that support the implementation of our service philosophy, strategies, and Quality Assurance development areas.
3. To ensure that residents safety is paramount and maintained through robust clinical governance structures.
4. To ensure that the service has a positive culture with regards to service delivery, safeguarding and whistle blowing.
5. To be operationally accountable for the overall performance of the home.
6. To ensure business continuity through the promotion of creative, dynamic, and innovative high-quality service.
7. To support the Registered Manager with our market reputation in the local area through attendance at local networks and contractual meetings.
8. Takes the lead on the day-to-day shop floor leadership, providing coaching and mentoring to the teams.
9. Actively participate in practice development and encourage through role modelling, continued practice development within the team.
10. To take part in the local management On–Call Rota.
11. Attend and contribute to regular site-based meetings for all Governance meetings including Health and Safety and Clinical Governance.
12. To complete required reporting in line with the services Governance structure; reporting on audit compliance and clinical and operational KPIs in order to support the service in complying with its regulatory requirements and aim to work in line with CQC requirements.
13. Maintain and action internal Quality Assurance Plans, ensuring clear objectives and realistic timescales.
14. To be responsible for directing own learning and professional development and ensuring that planned objectives are achieved.

**HUMAN RESOURCES AND TRAINING**

1. Provide line management accountability for those as identified.
2. Support with any required staff surveys and action plans.
3. Support the implementation of new HR systems, documentation, and policies.
4. Assisting with and approving the recruitment of new staff.
5. Ensure that all staff within the services receive regular supervision and appraisal in line with company policy and be accountable for the implementation of the Organisations supervision & appraisal process.
6. Ensure all staff are trained in line with the service matrix and highlight any additional training needs via the Organisation’s policy.
7. Responsible for ensuring the services disciplinary and absence management procedures are followed in line with the organisations policy.
8. Ensure HR systems are delivered in line with organisational policy and Regulatory requirements.

**CARE**

1. To ensure that residents have the opportunity and support to strive for self- determination, independence, and choice to gain as much control over their own lives as possible.
2. Ensure that the standard of care delivery is in line with the Company’s Service Philosophy Quality and Governance Systems and both Regulatory and Statutory requirements.
3. Ensure that the standards of care delivery meet contract specifications; this includes spot purchase contracts and other contract frameworks.
4. Ensure that services comply with standards as laid down by the Health & Social Care Act 2012, Mental Capacity Act 2005, Deprivation of Liberty Safeguards.
5. Develop a culture that enables staff within the service to develop support and care practice, following best practice guidelines.
6. To encourage and support good communications with external professionals, CCG’s, NHS Trusts and Local Authority commissioners.
7. Ensure that the service maintains appropriate environmental and clinical risk assessments and management plans in line with policy and that this promotes least restrictive practice.
8. Responsible for clinical risk management ensuring lessons learnt from incidents are identified & shared

**FINANCE**

1. Support the Registered Manager with the management of services within the agreed budget and achieving targets for revenue and EBITDA on a quarterly basis.
2. Ensure residents are supported with their personal financial arrangements.
3. Ensure all administrative and digital systems are implemented effectively and comply with Company Policy and Regulatory requirements
4. To have an overall understanding of staffing and agency costs.

**REFERRAL MANAGEMENT**

1. Maximises bed occupancy and minimises vacant bed days by ensuring proactive engagement with residents, families, local authority and other relevant externals.
2. Assess referrals and implement initial care plans for effective handover to care team.
3. Inform the administrator of all planned admissions to ensure contracts and deposits are completed in a timely manner.
4. Ensure all referral timescales are met to ensure effective referral management.

**GENERAL RESPONSIBILITIES**

1. To undertake any other duties as required in keeping the service running smoothly, as delegated by the Senior or Management Team.
2. To actively support the achievement of the service’s objectives.
3. To be technically competent with all in-house IT systems.
4. To actively participate in the process of supervision and performance review (appraisal) and personal development planning.
5. To assist in induction and orientation of new members of staff.
6. To show an understanding and working knowledge of CQC standards.
7. To support and maintain a safe environment for residents, visitors, and staff through awareness of Health and Safety and Fire Safety policies and procedures.
8. To attend appropriate training programmes and courses as required.
9. To ensure familiarity and adherence to appropriate Company Policies and Procedures, e.g., Confidentiality, No Smoking, Fire, Health and Safety etc

**QUALITY ASSURANCE**

1. Undertake periods of delegated responsibility as required demonstrating sound judgement in the use of support and deployment of resources.
2. Utilise knowledge and skills in a competent manner that promotes confidence in colleagues, residents and carers.
3. Support Management in maintaining and monitoring all Governance processes and systems e.g., Audit Calendars and action planning.
4. Complete audits as required ensuring actions identified are completed in a timely manner.
5. Support staff development through supervision and appraisal processes.

**EDUCATION AND TRAINING**

1. Promote and participate in developing a culture of lifelong learning.
2. Ensure that all opportunities for professional development are taken and encourage any colleagues for whom supervisory responsibility is held to do the same.
3. Ensure that all required and non-required training (as identified by management) is attended.

**HEALTH AND SAFETY**

As an employee of Evermore Care, the post holder has a duty under the Health and Safety at Work Act 1974, to:

1. Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work. All safety rules, regulations and codes of practice relating to the work area should be observed.
2. Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the service, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
3. Actively manage individual, activity and environmental risk to ensure the safety of the resident, self, colleagues and wider public.
4. Report all accidents, dangerous occurrences, incidents, and hazards in line with company policy.
5. Understand and follow and relevant risk assessments.
6. Respect confidentiality relating to information gained through employment and to ensure information is not disclosed to any unauthorised person/agency.

**Additionally:**

1. Responsible for all aspects of Health and Safety, fire safety, infection control and COSHH for services.
2. Attend and contribute to site-based Health and Safety meetings.
3. Ensure that care is being provided in an environment that is safe and fit for purpose.

1. Ensure that all health and safety related risk assessments have been conducted, risk registers updated and that they are all reviewed as required.
2. Ensure that fire and health and safety risk assessments have been completed and updated.
3. Ensure that all staff have received training in Health and Safety and related subjects

**EQUALITY AND DIVERSITY**

1. Value diversity and promote equality of opportunity ensuring that individuals are treated fairly and respected for their contribution in terms of experience, knowledge, and skills.
2. Respond to the needs of residents and their carers in an open and honest and non-judgmental manner, that respects the rights of individuals, and those of groups in society.
3. Demonstrate respect of the gender, sexuality, ethnicity, culture and spirituality of colleagues, residents/ residents and their carers.
4. Provide holistic, needs-led services, that reflects a commitment to equal opportunities and encourages self-determination and freedom of choice.
5. Optimise people’s opportunities for independence, autonomy, and agency, and promote social inclusion.

**CONDUCT AND COMPETENCY**

1. Maintain confidentiality and a high professional standard in resident care at all times.
2. Follow company policies and procedures and maintain up-to-date skills and knowledge through participation in continuing practice development.
3. Respect the individuality, values, cultural and religious diversity of all, ensuring one’s own practice is sensitive to these factors and contributes to the provision of a culturally inclusive service.
4. Be alert to potential ethical dilemmas and sensitive situations, discussing these with colleagues, seeking guidance as necessary, and recognizing limits of own experience knowledge and competence.
5. Review and reflect on own practice and performance through effective use of clinical/managerial/peer supervision (as agreed with the line manager).
6. Keep a record of training and development activities.
7. Exercise professional accountability and responsibility at all times.
8. Ensure care is delivered in a person-centred way mindful of age, gender, sexuality, ethnicity, cultural and spiritual needs.
9. Ensure carers / significant others are routinely included in the planning implementation and evaluation of care, within accepted parameters of confidentiality.
10. Use appropriate professional knowledge, judgement, and skills in order to guide a non-clinical decision-making process in an ethical and accountable way which is open to the scrutiny of peers.

**STAFF INVOLVEMENT – INDIVIDUAL RIGHTS AND RESPONSIBILITIES**

1. Work in partnership to achieve service objectives and promote a positive culture of working together through good communication, openness, honesty, and respect.
2. Promote positive working relationships with team colleagues in order to work effectively.
3. Exercise good personal time management, punctuality, and consistent reliable attendance.

This job description is not exhaustive and is subject to regular review and appropriate modification. The post holder may be required to undertake other relevant and appropriate duties as reasonably required.

I confirm I have read and understand this Job Description.

**Agreed by:**

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**(Employee) (Date)**

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**(Line Manager) (Date)**