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| **JOB DESCRIPTION** | |
| **JOB TITLE:** | Deputy Care Home Manager, Forder Lane House, Dartington |
| **REPORTING TO:** | Registered Care Home Manager |
| **PURPOSE** | |
| To ensure the safe and effective care of residents, monitoring and maintaining their physical and mental well being and providing a safe, caring environment that will enable residents to maintain a good quality of life.    To support the Registered Care Manager in the day to day activities of running the home.  To assume full managerial responsibility for the day to day running of the home in the absence of the Registered Manager.  Manage a team including Senior Carers, Carers and ancillary staff, ensuring best practice is carried out. | |
| **MAIN DUTIES AND RESPONSIBLITIES** | |
| 1. To ensure that all residents understand the care and treatment choices that are available to them and to know the arrangements in place for obtaining and acting in accordance with the consent of the residents. 2. To understand the requirements of the Mental Capacity Act 2005 for those residents unable to provide informed consent 3. To positively promote the residents’ right to choice and independence whilst ensuring that they are treated with the utmost respect, privacy and dignity at all times. 4. Recognise the responsibilities of all staff to make new residents and new staff welcome and to help familiarise them to the Home. 5. To have the skills to carry out a full assessment of needs and abilities of any resident and the potential risks involved, to plan the delivery of, and review care to ensure the individual needs of residents are met to safeguard their welfare. 6. To ensure risk assessments balance safety and effectiveness with the rights of the resident to maintain choice and control over their care plan in line with the Mental Capacity Act and Deprivation of Liberty Safeguards. 7. To ensure systems are in place and are maintained to enable residents to have sufficient nutrition and hydration for their individual needs. 8. To communicate any changes in residents’ health and wellbeing to the Registered Care Home Manager, colleagues and where required other professionals involved in the person’s care. 9. To review the care needs of residents as required by their changing needs and by contractual requirements. 10. To avoid unlawful discrimination by making reasonable adjustments to the service to meet the diverse needs of the residents. 11. To assist residents with their health and social care needs in accordance with their individual care plans. 12. To lead, support and direct all staff in providing the care identified in individual’s care plans 13. To understand and adhere to local procedures and protocols to ensure that residents are safeguarded against the risk of abuse by identifying the likelihood of abuse and preventing it before it happens and by responding appropriately to any allegation or suspicion of abuse. 14. To ensure that all staff can identify situations with the potential for abuse or harm, take preventive measures, respond to allegations of abuse and report these in accordance with corporate and local policies. 15. To ensure and monitor the effective operation of systems designed to assess the risk of and to prevent, detect and control the spread of infection. 16. To monitor and ensure that the general standards of hygiene and cleanliness in relation to the premises and equipment are maintained and that housework duties, cleaning and decontamination schedules are carried out in line with regulatory requirements. 17. To ensure that SDR’s standards in relation to the upkeep and tidiness of the home are maintained. 18. To ensure their responsibilities outlined in the Health and Safety Policy are undertaken in respect of themselves, their staff and their environment, respond quickly where difficulties arise or new risks are introduced. 19. To manage medication safely and effectively by means of ensuring appropriate arrangements are in place for the obtaining, recording, handling, using, safe keeping, administration and disposal of medicines in accordance with legal requirements and best practice guidelines. To ensure that any actual or potential untoward effects associated with the medications are noted and acted upon immediately and appropriately. 20. To ensure any faults, defects or damage to the premises, fixtures and fittings or equipment is reported through the Company’s reporting procedures and that Health and Safety and Fire regulations are observed. 21. To report all adverse incidents, events and near misses in line with legislative and Company policy. 22. To monitor the quality of each Care Home employee’s work practice through regular and on-going competency assessment. Those workers who do not meet acceptable performance levels should be managed accordingly. 23. Support Registered Manager to maintain financial and administrative records for the Home. 24. To support the Registered Care Manager to operate effective recruitment procedures ensuring that appropriately vetted staff in sufficient quantities, with sufficient skills are employed. 25. To ensure an induction process is undertaken by all staff and that they are assessed as competent prior to working unsupervised. 26. To support the Registered Care Manager in identifying the needs and dependencies of residents to determine accurate staffing levels and ensure effective rosters are maintained and where unexpected absence occurs, that shifts are covered in the most efficient manner. 27. To delegate and supervise tasks to other staff and ensure that procedures are followed correctly in line with Company policy and procedures.      1. To support the Registered Care Home Manager as required with the supervision and appraisals of staff and to recognise, with staff, their training and development needs. 2. To provide efficient and adequate in-house training and communicate clearly with all staff on shift at handover and regularly held staff meetings with regards to working procedures, requirements and changes in residents’ care needs. 3. To support the Registered Care Home Manager to assess and monitor the quality of the services provided using the Homes audit tools and by seeking, recording and analysing feedback from people who use the service. 4. To be fully conversant with and adhere to the Company’s policies and procedures and of the Company’s Head Office structure, functions and support systems. 5. To ensure the Company’s complaints policy and procedures are followed when dealing with any concerns or complaints raised by residents or visitors to the home. 6. To support the Registered Care Home Manager in any investigation carried out into the conduct of a person employed by the Home. 7. To ensure that all staff are aware of their obligation for legible, accurate and detailed record keeping in line with company policy, regulatory requirements and the confidentiality of people using the service. 8. To support the Registered Care Home Manager to conduct structured staff meetings for the dissemination of information about the service and service development, peer support and exchange of ideas. 9. To ensure that Notifications are sent as required to the Care Quality Commission and to South Devon Rural Housing Association’s Head Office for audit purposes. 10. To assist the Registered Care Home Manager to have in place and regularly review, business continuity plans for all foreseeable emergencies to ensure the needs of the residents will continue to be met before, during and after the emergency. 11. To maintain understanding of the role of the Registered Manager in order to deputise effectively including up to date knowledge of regulatory requirements 12. The post holder must ensure any changes to their personal circumstances, including any criminal proceedings being taken against them, any convictions and any changes to their health that may affect their ability to work are reported to the Registered Care Home Manager. 13. The post holder will be required to undertake mandatory training and any other training commensurate with their role. 14. The post holder must assist to manage operations costs and work within designated budgetary requirements of the Company. 15. To have appropriate knowledge of the Health and Social Care Act 2008 and associated regulations, other legislative and contractual requirements to deliver care to the highest standards. To understand the consequences of failing to take action on any set requirements. 16. To work in accordance with Local Authority Social Service contract specification. 17. Have knowledge and understanding of how Equal Opportunities and Human Rights and Diversity are put into practise when planning and delivering the Service.   **General**   1. To perform other such duties commensurate with the nature and level of the post as may be reasonably required. 2. To build effective relationships with Social Services, Local Authorities, other health and social care providers and the local community. 3. To be part of the “On Call” out of hours rota to ensure that emergency support is provided to the Home as and when required.   **Confidentiality**  In the discharge of your duties you may often be in the possession of confidential or personal information. You must not disclose or discuss such information outside of your work, or within your place of work EXCEPT in the proper discharge of your duties. | |
| **JOB HOLDER PERSON SPECIFICATION & COMPETENCIES** | |
| **Essential competencies** must be present in candidates. Candidates without these factors should not be considered.  **Desirable competencies** are useful or to the candidate’s advantage if present.   |  |  |  |  | | --- | --- | --- | --- | | **Education & Qualifications:** | **Essential** | **Desirable** | **Source of Criteria Evidence** | | NVQ3 or above in Health and Social Care  (or equivalent) | **X** |  | Application and Interview | | **Experience:** |  |  |  | | Previous management / supervisory experience | **X** |  | Application and Interview | | Experience of working with vulnerable client groups | **X** |  | Application and Interview | | Demonstrate up to date knowledge of the regulatory framework |  | **X** | Interview and References | | Previous experience of providing a high standard of care in a similar environmental | **X** |  | Application and Interview | | Proven IT experience, including Microsoft Word and Excel. |  | **X** | Interview and References | | Knowledge of Budgetary Control |  | **X** | Application and Interview | | Knowledge of Health and Safety rules, relating to Care Homes | **X** |  | Interview and References | | **Skills and Abilities** |  |  |  | | Ability to demonstrate excellent communication skills (oral and written) at a range of levels | **X** |  | Interview, Reference | | Ability to manage and prioritise a varied work load and demonstrate effective time management | **X** |  | Interview, Reference | | Willingness to continue personal development and training | **X** |  | Interview, Reference | | Willingness to attend meetings and travel to other sites if required | **X** |  | Application, Interview | | Full, valid driving license and access to a suitable vehicle |  | **X** | Application, Interview | | Ability to build effective working relationships | **X** |  | Interview, Reference | | |
| **JOB DESCRIPTION AGREEMENT** | |
| Job Holder signature:  Line Manager signature: Date:  The purpose of this Job Description is to indicate the general level of responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility. By signing above you are agreeing to undertake your employment in adherence with this job description. | |
| ***Amendments to the role are made through the supervision process where required to develop practice, please forward a signed copy of the suggested amendments to the HR Department.*** | |