

# Deputy Manager

## Job Description

This is not an exhaustive list of responsibilities and the Deputy Manager will be expected to perform other duties of a similar nature and level of expertise.

This job description will be reviewed whenever appropriate and will reflect the views of the Deputy Manager and take into consideration any service developments.

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### Job Title

Deputy Manager

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### Reporting to

Home Manager

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### Location

Based in a small group home in Cardiff. Expected to provide support and rehabilitation for clients inside the home and in the wider community.

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### Salary

£7.86 to £9.49 per hour (40 hours per week)

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### Summary of the key components of the role and responsibilities

- Provide person-centred support and rehabilitation for clients in all aspects of daily living.
- Support the home manager in ensuring the home operates in accordance with Integra's values, policies and procedures, legislation and national minimum standards.
- Support the home manager in ensuring the home meets its annual objectives (including the individual agreed objectives for the deputy home manager).
- Promote each client's wellbeing, safety and quality of life.
- Supervise the work, training and development of care practitioners and senior care practitioners.

## Supporting Clients

1. Support clients in a way that promotes their independence, equality, diversity and rights, and respects the dignity of the individual.
2. Evaluate risk of abuse and risk of harm to self and others, and appraise the need for intervention.
3. Monitor Client Action Plans ensuring that opportunities for clients to work towards their goals are facilitated and outcomes monitored. Ensure support provided is in adherence to Client Action Plans and other contractual agreements.
4. Assist clients in their daily activities.
5. Ensure key workers support clients appropriately – particularly through formalising clients' aims and objectives and monitoring outcomes.

## Working Practices

1. Work in accordance with Integra's values, policies and procedures, regulatory standards, contractual requirements and relevant legislation.
2. Ensure that Integra's health and safety procedures are adhered to; that staff (and clients as appropriate) are aware of and comply with relevant health and safety legislation and are kept informed of these and their rights and responsibilities for health and safety.
3. Monitor staff record-keeping and summarise records kept on client and staff activity for presentation internally and externally.
4. Comply with Integra's policies on the disclosure of personal information and on ensuring confidentiality is maintained in accordance with Integra's *Confidentiality Policy*.
5. Recommend improvements to existing policies and procedures and working practices.
6. Manage risk appropriately through conducting regular risk assessments and care plan monitoring.

## Quality Assurance

1. Take personal responsibility for ensuring the quality of service to clients and partners is of the highest standard.
2. Encourage innovation and share best practice within the home.
3. Assist the home manager in ensuring quality assurance processes operate and that clients and relevant agencies participate in providing and receiving feedback on service delivery. Contribute to the reviews of the quality assurance system.
4. Assist the home manager in ensuring home (client and staff) meetings are held to discuss service performance and community issues.

## **Service Culture and Development**

1. Ensure staff demonstrate in their work a comprehensive understanding of Integra's policies and procedures.
2. Promote Integra's mission, values, ethos and services in practice. Act as a positive role model to staff.
3. Encourage a positive non-blame open feedback culture through coaching and the use of feedback. Act on feedback received.
4. Assist the home manager in the admissions process, identifying and assessing referrals to the home and supporting potential clients.
5. Promote proactive partnership working with referrers, commissioners and partner organisations.
6. Assist with the development of new homes (registration, recruitment and training of staff).
7. Participate actively and constructively in internal and external forums.

## **Managing Resources**

1. Assist the home manager in developing and managing the shift rota.
2. Assist the home manager in running the home as efficiently and effectively as possible – especially through deploying staff in the most cost-effective way consistent with good practice.
3. Assist the home manager in completing monthly management reporting packs (including performance against budget and Key Performance Indicators).
4. Assist the home manager in maintaining proper financial controls and accounting procedures.
5. Assist the home manager in developing budget proposals.

## **Managing People**

1. Line manage staff as appropriate when acting as supervisor supporting their learning and development and dealing with issues of performance in line with Integra's policies.
2. Develop both your own, and more junior employees', skills and abilities through coaching, supervision, performance appraisals, training and on-the-job experience.
3. Coach and provide on-the-job training to staff and identify areas where staff are not yet competent and assist them in addressing these.
4. Assist the home manager in recruiting, developing and retaining high quality staff.
5. Assist in the review of team competencies, team performance and recommend changes in competencies and training requirements as a result.
6. Assist the home manager in managing staff activity – particularly agreeing key tasks for each member of staff in line with their competencies and reviewing their performance.
7. Where appropriate, fulfil the Internal Verifier and Assessor roles for staff undertaking Level 2 and 3 NVQs.
8. Respond proactively and constructively where conflict is identified within the team.

9. Assist the home manager as necessary by participating in the resolution of any disciplinary and grievance process that might be necessary in the home.
10. Assist the manager in agreeing performance and training objectives for members of staff; provide regular supervision and review against objectives; assist in addressing performance shortfalls from staff.

### **Other Duties**

1. Perform such other duties as are necessary from time to time as directed.
2. Provide cover for the home manager when the home manager is on leave or for any other reason.
3. Be prepared to be on-call when off duty at agreed times.

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### **Equal Opportunities Statement**

It is the aim of Integra to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, race, colour, religion, marital status, sexuality, age or disability and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. We expect all employees to comply with Integra's *Equal Opportunities Policy* and all recruitment and promotion will be made in accordance with the *Equal Opportunities Policy*.

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## Person Specification

**PLEASE NOTE:** Integra uses the competencies set out in person specifications to assess the extent to which individuals meet the criteria for the relevant post. Where candidates lack the competencies identified as ‘desirable’ in the Person Specification, they will be required to address this as soon as possible after being appointed to the post.

Employees seeking promotion within Integra must obtain all desirable competencies prior to being promoted. It is not sufficient simply to state you possess the competence. As much evidence as possible should be provided in both the application form and interview for each statement made.

<b>Short listing criteria</b>			
<b>Core requirements</b>		<b>ESSENTIAL</b>	<b>DESIRABLE</b>
1	Minimum of 21 years of age.	✓	
2	The ability to work flexibly, including evenings, night shifts and weekends.	✓	
3	Ensures equal opportunities policy followed in practice.	✓	
4	NVQ Level 3 in Care or Promoting Independence comparable demonstrable experience. (Where there is no relevant formal qualification, candidates will be required to acquire one within a certain timeframe of joining Integra).	✓	
5	Experience in care-related work (within mental health). Good understanding of mental health theory and practice – including relevant mental health legislation and risk assessments.		✓
<b>Supporting clients</b>		<b>ESSENTIAL</b>	<b>DESIRABLE</b>
6	Ability to communicate effectively as well as to present information clearly in meetings and presentations.	✓	
7	Demonstrates a person-centred approach and commitment to promoting autonomy and facilitating informed choice.	✓	
8	Able to coach others in core domestic skills and activities of daily living.	✓	
9	Able to support clients (when appropriate to do so) by drawing upon practical skills, hobbies and interests (e.g. gardening, art, craftwork, etc).	✓	
10	Ability to monitor staff implementation of care plans and agreed contractual requirements. Assists in the development of Client Action Plans. Ensures clients are supported appropriately in working towards their goals and that outcomes are monitored.	✓	
11	Able to supervise key workers to ensure clients are supported appropriately – including acting as a key worker oneself.	✓	

<b>Approach to quality</b>		ESSENTIAL	DESIRABLE
12	Ensures the output of the team is of a high standard across all activities and takes responsibility for improving the quality of service delivery internally and externally.	✓	
13	Innovative and able to introduce improvements in service delivery within the home (e.g. quality or efficiency).		✓
<b>Service culture and development</b>		ESSENTIAL	DESIRABLE
14	Manages risk appropriately through conducting regular risk assessments and care plan monitoring.	✓	
15	Ability to coach colleagues in giving and receiving feedback. Provides and requests feedback on a regular basis. Acts on feedback received.	✓	
16	In-depth understanding of working practices related to the protection of vulnerable adults.	✓	
17	Evidence of partnership working, internally and externally, in the best interests of clients and in accordance with agreed contractual parameters.		✓
<b>Team development</b>		ESSENTIAL	DESIRABLE
18	Developed individual expertise in relevant areas through specialist training. Demonstrates continuous self development. Is an effective coach, trainer and provider of supervision within a competency framework.	✓	
19	Line manages staff well. Supports all staff in their work and development. Deals with performance issues in line with agreed parameters.	✓	
20	Recognised as an effective manager of people facilitating delivery of individual and home objectives. Developed effective use of supervision with care practitioners and senior care practitioners.		✓
<b>Working practices</b>		ESSENTIAL	DESIRABLE
21	Ability to monitor staff record keeping (clients, working practices and training) in keeping with procedures and to summarise records succinctly for presentation internally.	✓	
22	Experience of managing activities to comply with legislation, contractual requirements, policies and procedures and national minimum standards.		✓
23	Strong understanding of the issues regarding confidentiality and the disclosure of personal information.	✓	
24	Proficiency in the use of Information Technology (e.g. word processing, basic spreadsheet skills, general use of computers).	✓	
<b>Managing resources</b>		ESSENTIAL	DESIRABLE
25	Experience of monitoring budgets to ensure expenditure is managed appropriately. Understanding of Key Performance Indicators in practice. Appreciates benefits of regular management reporting. Demonstrates ability to deploy staff cost-effectively.		✓