

Job Description

Job title	Deputy Manager - Short Breaks and Supported Living
Directorate	PEOPLE : Children and Adults
Division	Adult Social Care
Range	MPR 6
Reports to	Registered Manager

Main purpose of the job:

Assist the Registered Manager in the daily running of the respite and supported living services, ensuring legislative requirements are met in order to provide a safe environment which promotes the emotional and physical well-being of the diverse group of adults residing within them.

Support the Registered Manager in achieving best outcomes for adults whilst ensuring regulatory compliance with relevant bodies – including Care Quality Commission as well as Council policies and procedures. To be a part of a positive culture of continuous improvement and assist in the development of providing high quality care and support to adults.

Positively promote independent living and social inclusion, ensuring that the service users engage effectively with agreed support plans and contribute to the review, research, and evaluation of the team to ensure a high-quality service is delivered.

To deputise for the Registered Manager in their absence and ensure the smooth running of the service.

To provide out of hours support to the services, offering emergency advice and guidance to staff and take the required actions in an emergency or crisis.

The deputy manager will be responsible for oversight of one the services below:

- Birling Avenue, leading the team to provide high-quality person-centred support to assist people to continue their chosen lifestyle and have a positive experience within the short break setting.
- Longford Court, is a skills development provision for four people living with a learning disability , offering a two-year programme, that supports people to achieve independent living. Also providing support and guidance to people in receipt of support within the community.

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- Borough Road, providing support to seven young people living in two properties. The team work with young people living with a learning disability and autistic spectrum disorder to maximise the potential to live independent lives.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Manage and motivate the team and individual performance, providing direction and undertaking staff appraisals, recruitment and selection, induction, addressing welfare, capability and disciplinary issues, supporting with personal development, training and coaching, in order to maximise performance and ensure staff fulfil their potential.

Develop, implement, and monitor support plans to meet the stated outcomes consistently ensuring that the safety and well-being of each adult is at the heart of everyday practice in the service and ensuring that working practice aims to achieve the best outcomes for all adults in a safe and secure environment.

Support the Registered Manager in relation to budget and financial related measures ensuring effective management of resources.

Ensure appropriate action is taken when safeguarding concerns are raised in order to address these effectively whilst ensuring vulnerable adults are safeguarded.

Develop, enhance and maintain collaborative relationships with stakeholders to manage the quality of services and ensure positive outcomes for adults.

Contribute to a culture of continuous improvement and development with a strong focus on best practice and seek out opportunities to enhance service provision.

Support the Registered Manager in ensuring medication procedures are in place and complied with by staff.

Co-ordinate a rota to effectively meet the needs of the service and clients, ensuring the home has adequate cover at all times and the staffing levels comply with legislation and regulatory requirements.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

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To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Accountabilities to the Adults we work with:

- Be a good listener.
- Be non-judgemental.
- Be contactable.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious and professionally curious for Adults with care and support needs and promote others to share the same drive.

‘Make no decision without me without me.’

Organisation:

This role reports to the Registered Manager.

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

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Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

This post is exempt under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be subject to an Enhanced Disclosure application to the Disclosure and Barring service (DBS)

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualification

Level A

- Educated to GCSE Level 5 or equivalent in English and Maths
- Level 3 Diploma in Social Care or equivalent.
- Level 3 in Supervisory and Management or equivalent.

Level B (in addition to level A criteria)

- Completion of Medication Assessor training.

Level C (in addition to levels A and B)

- Working towards a Level 5 in Leadership & Management (adults).
 - Evidence of continuous professional development. |
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Knowledge

Level A

- A detailed understanding of the needs of people with learning disabilities.
- A good knowledge of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Care Quality Commission (Registration) Regulations 2009.
- A good knowledge of the Care Act (2014), Mental Health Act (1983) and Mental Capacity Act (2005)
- A good understanding of Health & Safety Legislation (HASW 1974) and GDPR requirements.
- A detailed understanding of Adult Safeguarding responsibilities.
- An understanding of budgeting, forecasting and financial monitoring.
- Knowledge and understanding of equality and diversity and promotes this across the team.

Level B (in addition to level A criteria)

- Comprehensive knowledge of safeguarding policies and procedures, including understanding reporting processes and signs and symptoms of abuse.
- A good working knowledge of Health and Safety provisions and the process of managing risk.
- Knowledge of assessment and care planning to meet the identified needs of adults.
- Knowledge of the Council's financial regulations and procedures.

Level C (in addition to levels A and B)

- A good understanding of the responsibilities of the Registered Manager and Responsible Individual.
 - An understanding of the quality assurance processes and systems.
 - Up to date knowledge of changes across the adult social care sector and the impact on those we support. |
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Experience

Level A

- Previous experience of working within the care sector – specifically Adult Social Care.
- Demonstrable experience of working directly with adults with learning disabilities, autism spectrum disorder and/or complex health needs and/or emotional/behavioural difficulties.
- Demonstrable experience of working in a supervisory or management role.
- Experience in managing adequate staffing levels and shift management.
- Experienced in developing and working with outside partners and other professionals, liaising with services and agencies including health colleagues, ASC colleagues and Housing.
- Experience in undertaking recruitment and selection user safer recruitment guidance.
- Experience in participating in multi-agency meetings.
- Experience in safeguarding vulnerable adults who lack capacity to ensure care is provided in accordance with best interest and statutory responsibilities
- Experience of providing and recording supervision.
- Experience of empowering service users to influence and challenge the provision of support provided.

Level B (in addition to level A criteria)

- A minimum of 2 years' experience of working within an Adult Social Care setting as a Deputy Manager.
- Experience in leading staff meetings.
- Confident in dealing with unusual situations where there are no recognised procedures in place.
- Experience of contributing to effective financial management within a limited budget.

Level C (in addition to levels A and B)

- A minimum of 3 years' experience of working within an Adult Social Care setting as a Deputy Manager.
- Experience of reviewing incidents, taking action where appropriate, using lessons learned following an incident to recommend any required changes.
- Experience in leading multi-agency meetings.
- Experience of representing the team on behalf of Registered Manager.
- Experience in improving outcomes for service users and ensuring a positive experience within services.

Skills

Level A

- Demonstrable ability for developing positive relationships with stakeholders.
- Ability to understand customers' needs and manage expectations.
- Ability to lead, motivate and encourage other employees providing direction, monitoring progress and empowering other to achieve objectives.
- Ability to effectively manage competing priorities working to required timescales.
- Ability to supervise and develop knowledge with colleagues
- Ability to value diversity and maximise people's potential.
- Ability to manage time effectively, setting objectives and meeting deadlines.

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- Aptitude for analysing information, considering options to respond and adapt to new ways of working.
- Capacity to contribute to and implement service improvement.
- Ability to use the appropriate communication methods with all stakeholders.
- Full UK driving licence and access to a vehicle or ability to travel throughout Medway– the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability.
- Ability to manage administration of medication in accordance with regulations.
- Works independently, within defined procedures, and can work outside of procedures, making decisions without referring to a manager.
- Proficient in the use of Microsoft Word, Excel, Teams and Outlook and willingness to learn other Council systems as required.
- Ability to handle sensitive and confidential information in accordance with GDPR guidelines.

Level B (in addition to level A criteria)

- Ability to provide support to colleagues as an Assessor of Medication Competency.
- Ability to undertake a range of written and numerical tasks, e.g. accurately recording information, writing reports, compiling risk assessments, incident and accident reporting.
- Able to demonstrate resilience in challenging situations.
- Able to maintain professional boundaries and to give advice and guidance to ensure that staff do likewise.

Level C (in addition to levels A and B) |

- Ability to update policies and procedures within own service area.
- Uses highly developed communication skills with an awareness of alternative forms of communications for people with disabilities.
- Ability to act as an excellent role model for others.
- Ability to contribute to training on specialist subject matters eg. PEG feeding, medication.