

Job Description & Person Specification

Job Title	Deputy Manager
Division/Location	NorseCare
Reporting to	Registered Manager
Weekly Hours	37 hours per week
Grade/Salary	£30,151 - £32,020 per annum

Job Description
<p>The Role:</p> <p>Deputising and supporting the Manager in the day to day running of the establishment, including the management of staff and working as the lead member of the team to attend to the personal, social and emotional needs of residents.</p> <p>Supporting the Registered Manager in ensuring that the establishment achieves and maintains CQC compliance.</p> <p>Ensuring our NorseCare dementia strategy and our NorseCare Values are established as part of the culture.</p>
Main Responsibilities:
<ul style="list-style-type: none"> • Taking the lead in ensuring person centred dignity in care and the emotional, physical and social wellbeing of tenants or residents is met, which will include involving their families and significant others. • Undertaking visits to clients' homes, hospitals, and other establishments as appropriate and ensuring assessments of needs are carried out in order to underpin individual care plans. • Taking the lead role in developing and ensuring the on-going review of care plans with the staff team, tenants/residents, key workers and others, including writing assessment reports as required for Care Planning Meetings and Reviews. • Ensuring good communications throughout the establishment and ensuring that staff are following Care Plans and recording documentation appropriately to deliver an excellent quality service. • Supporting the manager in the recruitment and selection of staff. Including their induction and probation and with continued training and coaching of staff, ensuring NorseCare values are consistently delivered. • Supporting the manager in the management of the staff team including appraisals, performance, disciplinary and absence management. • Being fully aware of the Care Quality Commission guidance and standards/outcomes about compliance and assisting the Manager in maintaining compliance and completing compliance documentation. • Supporting care staff as necessary in the daily routine, sharing good practice with colleagues and auditing standards of delivery, ensuring all relevant care standards and service procedures are met. • Ensuring work is carried out in accordance with local safeguarding protocol and NorseCare Procedures, in order that residents/tenants are protected from harm and abuse. • Overseeing the safe administration and storage of drugs and medicines, including re-ordering or repeat prescriptions and undertaking regular audits in accordance with service procedures. • Liaising with and developing good working relationships with colleagues, social workers and staff from other agencies involved in the care of tenants/residents. • Being familiar with, and ensuring adherence to, all appropriate NorseCare procedures.

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- Supporting the manager with day-to-day budgeting, marketing and promotion of the home or scheme.
- Working towards maintaining full occupancy in both funded and self-funded rooms or flats.
- Supporting the manager in ensuring that the requirements of the Health and Safety at Work Act, including fire procedures, Risk assessments, moving and Handling, Infection Control and Premises Management are met

Other Duties

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager, including:

- Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required.
- Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards.
- Demonstrating personal commitment to the Norse Way CSR Strategy.

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Level 3 NVQ/ equivalent in Health and Social Care or working towards	Essential	AF
	Completion of the Care Certificate	Essential	AF
	Excellent knowledge of safeguarding procedures within a Care setting	Essential	AF/I
	Extensive knowledge and understanding of care plans	Essential	AF/I
	Knowledge of relevant health and safety work practices	Essential	AF/I
	Knowledge of CQC legislation and Key Lines of Enquiry	Essential	AF/I
	Level 5 NVQ or equivalent in Health and Social Care	Desirable	AF

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Experience	Proven track record working at Team Leader level or above in a similar environment	Essential	AF/I
	Previous experience working with vulnerable people	Essential	AF/I
	Experience in delivering excellent person-centred care	Essential	AF/I
	Experience in the recruitment and selection of staff	Desirable	AF/I
	Experience of coaching and mentoring others to ensure positive outcomes	Desirable	AF/I
	Previous experience in assessment of residents/tenants needs	Desirable	AF/I
	Managing meetings including tenants/residents and families' meetings	Desirable	AF/I
Skills/Abilities	Strong leadership style, with the ability to supervise and motivate staff	Essential	AF/I
	Excellent communication skills (written & verbal), engaging clearly and effectively with residents/tenants, families, and colleagues	Essential	AF/I
	Ability to work as both individual and as part of a wider team	Essential	AF/I
	Organisational skills, with excellent ability to work within set timeframes	Essential	AF/I
	Adaptable and approachable manner	Essential	AF/I
	Remain calm whilst working under pressure	Essential	I
	Excellent ability to deliver high standard of Care	Essential	I
	Negotiating, communicating, and networking with other professional and agencies and in the wider community	Essential	AF/I
	Supervision, appraisal and coaching of staff	Essential	AF/I
	Ability to identify problem or target areas and make necessary improvements	Desirable	AF/I
Other Requirements	Prepared to share on call duties with the management team and work unsociable hours Monday to Sunday including evening, weekends,	Essential	AF/I

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	bank holidays and some night shifts as and when required, Full UK Driving Licence to meet travel requirements of the role	Desirable	AF/I
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General

Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.

The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:



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