



## JOB DESCRIPTION - DEPUTY MANAGER

**Reports to:** Home Manager

**Key Objective:** To assist the Home Manager in ensuring the provision of a needs led residential care service to residents by adopting a person centred approach that respects their dignity and caters for their individual care needs.

To deputise for the Home Manager and take responsibility for running of the Home, on a shift basis, in their absence.

To assist the Home Manager in maintaining high standards to ensure compliance with National Care Standards.

Liaise with regulators (in the absence of the Home Manager), and residents' family, friends, GPs, Community nurses, specialists, pharmacists, local authorities, local councils, voluntary bodies and any other associations related to care for the elderly.

To lead by example and assist the Home Manager in providing effective oversight of all staff within the Home.

In the absence of the Home Manager, ensure regular quality reporting requirements continue for the Board of Directors and the Care Quality Commission/Regulation and Quality Improvement Authority.

### Key Accountabilities

#### Quality Management

- To assist the Home Manager in ensuring that the home is run in line with statutory and Company policies and procedures at all times.
- To assist the Home Manager in ensuring that processes are in place and are adhered to in line with the requirements of the Care Quality Commission (CQC)/Regulation and Quality Improvement Authority (RQIA).
- To ensure good quality working relationships are built and maintained between staff and the residents they are caring for.
- To ensure effective record keeping for residents is maintained in a clear and timely manner and in line with the regulatory framework of the Care Standards Act, including care plans, diaries, health & safety and maintenance records.
- To ensure that all residents' property, furnishings and fittings are maintained to a good standard and are monitored at all times.

#### Leadership & People Management

- To develop a positive working environment which nurtures and rewards good practice.
- To act as a role model and consistently display a courteous and helpful manner.
- Where directed by the Home Manager ensure that disciplinary and grievance procedures are carried out in line with Company policy and statutory requirements, taking advice from HR.
- To assist the Home Manager in undertaking effective recruitment to ensure that sufficient numbers of staff are recruited of the right calibre to meet all aspects of residents' needs.
- To assist the Home Manager in ensuring that staff are carrying out their duties as set out in their respective job descriptions.
- To provide support, guidance, assistance and mentoring to members of staff as appropriate.

### **Health & Safety**

- To assist the Home Manager in ensuring the home meets Health & Safety requirements and guidance.
- Ensure the home is kept clean, hygienic and in a good state of repair.
- It is the responsibility of every member of staff to protect themselves and others against an infection risk. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to the manager. All staff undertaking patient care activities should attend infection control training and updates as required by this organisation.

### **Service Delivery**

- To ensure that a stimulated and caring environment is maintained at all times, ensuing that the resident's health, safety and welfare is of the highest standard.
- To administer and handle residents' medication in line with the Company's policy and procedures, ensuring strict adherence to the national standards and pharmaceutical guidelines.
- To plan and implement staff rotas in an effective and creative manner and monitor attendance.
- To ensure that due regard is given to residents' customs, values, culture, religious and spiritual beliefs, always acting in a facilitative manner that promotes the residents' dignity, independence and choice.
- To comply with all job related policies, procedures, regulations, and rules including health' safety and welfare of the staff, and colleagues.
- Support the equality, diversity and rights of Residents, Carers and Colleagues.
- It is the personal responsibility of all staff to act in accordance with Care Act 2014 and Safe Guarding of Vulnerable Adults (Sova).
- To perform any other related duties that may arise from time to time to meet the ongoing needs of the Company.
- Be committed to personal and professional development and ensure the required QCF training is met in order to carry out the role efficiently and effectively
- To ensure adherence to the Company's dignity at work and bullying a harassment policy at all times. Racial, sexual or any other harassment will not be tolerated.

- It is the personal responsibility of all staff to act in accordance with the Care Act 2014, (UK). The Nursing Regulations (Northern Ireland) 2005. The Residential Care Homes Regulations and Associated Minimum Standards (NI)
- To be flexible and perform any other duties that may arise from time to time to meet the ongoing needs of the Company.

I....., accept and agree to be bound by the objectives and accountabilities of the job descriptions as set out above.

Name	
------	--

Signature	
-----------	--

Date	
------	--

**PERSON SPECIFICATION**  
**DEPUTY MANAGER**

		<b>Essential</b>	<b>Desirable</b>	<b>Assessed By</b>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• QCF Qualification</li> <li>• Previous experience as a carer</li> <li>• Experience of Acting up/Supervising staff</li> </ul>	E E E		Documents Documents Documents/interview
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• The Care Act 2014</li> <li>• Knowledge of the Nursing Home Regulations (NI),</li> <li>• Residential Care Homes Regulations (NI). Associated Minimum Standards (NI)</li> <li>• CQC requirements</li> <li>• Health &amp; Safety legislation</li> <li>• Safeguarding adults</li> </ul>	E E E E E E		Interview/Ref Interview Interview Interview Interview Interview
<b>SKILLS/ COMPETENCIES</b>	<ul style="list-style-type: none"> <li>• Customer/resident focussed.</li> <li>• Works effectively with others</li> <li>• Effective Communication</li> <li>• Leading Others</li> <li>• Takes ownership/responsibility</li> </ul>	E E E E E		Interview/ Refs Interview/Refs Interview/ Ref Interview Interview
<b>BEHAVIOURS</b>	<ul style="list-style-type: none"> <li>• Be a good role model and set good examples</li> <li>• Approachable</li> <li>• Trustworthy</li> </ul>	E E E		Interview Interview Refs

**In accordance with the Equality Act 2010 and the Disability Discrimination Act 1995 (Amended) & Regulations (Northern Ireland) 2004 - reasonable adjustments will be made to the above requirements to accommodate a suitable candidate with a disability**