

Hollybank Trust - Job Description

Job Title:	Deputy Manager (Residential, Respite & Transition Service)
Reporting To:	Registered Manager
Overall Aim:	To assist the Registered Manager with the overall operational management responsibility for managing the service, being responsible for all aspects of the residents care, providing management to the staff team to ensure the provision of a high standard of appropriate support and the effective delivery of quality services. To work within the Trust's Business Plan and performance measures ensuring that staff and services are properly and effectively managed and supported to a high standard.

Key Responsibilities

Leadership

To provide day to day leadership to effectively manage the service utilising a 7-day working rota

To support the registered manager with all aspects of a service for young people and adults with associated learning, sensory and physical disabilities.

To effectively lead an integrated team of support and social care staff.

To ensure appropriate, personalised support is available to meet the needs of each adult to maximise their independence.

Deliver agreed plans to provide support services and manage staff availability and cover effectively

Ensure the implementation of Trust policies, practices, and standards in the performance of duties including person centred support planning, equal opportunities, health and safety and CQC, NMC and other required legislation, guidance or standards

Monitor and ensure Trust standards are met

To maintain a code of cleanliness and sanitation as outlined by the Trust infection control procedures

To actively promote the Trust's Equal Opportunities, Health and Safety, Disability Awareness and GDPR policies and all other existing policies. To ensure that the Trust operates effectively, fairly, and in line with legislative requirements at all times.

Management

Ensure effective management of staff.

Leads an integrated team of support and social care staff.

Ensures staff attendance on the Trust induction and in-house induction process.

Identifies training and development needs/opportunities for all staff.

Directly supervises Senior Support Workers

Monitor the Senior Support Workers and their staff team in the performance of their work to deliver effective quality services to the residents.

Delegates supervisory responsibility where necessary

Maintains accurate supervision and Performance Development Review (PDR) records

Ensures the learning and development needs of the wider team are identified through PDRs and supervision.

Delivers agreed plans to provide support services and manages staff availability and rota cover effectively

Delivers individual and team training needs to the Learning and Development department in accordance with PDR requirements

Sets targets for individuals in line with the Trust Business Plan objectives

Encourages team members to develop and grow in their roles

Ensures a team-based approach to maintain effective support services

In conjunction with the Human Resources (HR) department, undertakes staff recruitment, induction selection, supervision, and appraisal.

Monitors absence management effectively and liaises with the HR department when necessary.

Resolves minor disputes and in conjunction with the HR department facilitates disciplinary proceedings where necessary. Develops effective and empowering problem-solving approaches and ensures these are adopted and used by the staff team.

Communication**Coordinates day to day liaison with and on behalf of service users with other internal and external community links and represents the Trust externally**

Maintains effective working rapport with service users and staff.

Forms good working relationships with parents, commissioners, and other key stakeholders

Leads and guides staff with the planning and reviewing of individual and service needs (Support Planning Process)

Supports Senior Support Workers and the support team in the completion of new referrals and undertaking assessments individually and through team meetings

Promotes and ensures the team takes a person-centred planning approach to support provision and underlines any support/care activity undertaken

Represents the Trust at internal and external meetings, conferences, and seminars as necessary

Seeks to address and resolve problems within the home to address service/support needs

Liaises and networks with other key external partners to develop services further and raise the profile of the Trust

Effectively and sensitively communicates with internal and external agencies and services and resolves problems, issues and complaints as raised by applicants and service users

Service Delivery**Performance monitoring and service management**

Ensures efficient and effective recording systems relating to support planning, service planning, performance monitoring and Quality Assurance are in place and that these are regularly reviewed and updated

Formulate and amend practices as required to meet service needs/development, and achieve internal and external quality assurance measures

Take primary responsibility for ensuring the delivery of support services to contract requirements

Comply with legislative and Adult Social Care/ Environmental Health/Care Quality Commission/NMC regulations and other appropriate guidance as required

Sets, achieves, and maintains performance targets in conjunction with the Services Team

Establish and effectively monitor staff performances against agreed targets and KPIs

Provide management reports to address performance or service management issues or difficulties

Ensure that staff accurately and objectively identify service user needs and that plans are developed to meet those needs

Provide information to internal/external partners as required relating to services, performances, or charges

Effectively monitor contractor performance

Maintain records and procedures accurately

Model good practice relating to recording meetings and other aspects of good practice

Handle complaints in a respectful and confidential way; ensuring that the Duty of Candour is met; that records are kept, and further actions are appropriately communicated in the appropriate format)

Ensure all complaints are recorded, investigated and reported appropriately and in accordance with the Trust Policy

Financial and resource responsibilities

Support the Registered Manager with the monitoring of budgets and expenditure in line with Trust department requirements

Support the Registered Manager and participate in annual budgetary decisions, monthly budgetary oversight and keeps the service within the agreed budgets.

Ensure that resources are effectively managed

To support the Registered Manager in ensuring agreed strategies to ensure full bed occupancy within the home.

Safeguarding

To adhere to and follow the Trust's Safeguarding policies and procedures to protect the safety of all children, young people and adults.

*Competency Behaviours & Attitude***Personal Effectiveness**

To deliver high-quality services that make a real difference to the service users you work with, and take personal responsibility for the health, safety and wellbeing of others.

Working Together

To work in a collaborative way, developing and maintaining positive relationships and treating people with empathy and respect.

<p>Positive Attitude To support and encourage positive changes and new ideas by working with our service users to meet their needs and by embracing new ways of working to enhance what we do.</p>
<p>Developing Self and Others To be effective at developing yourself and others and communicate well.</p>
<p>General Attitude To act as a professional and positive ambassador for Hollybank Trust to support the Trust's mission and profile.</p>
<p>No job description can be entirely comprehensive and the job holder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the Trust.</p>
<p><i>General Responsibilities</i></p>
<p>Best Practice To maintain an awareness and keep updated with the latest initiatives and thinking, sharing new ideas with colleagues to improve organisation performance.</p>
<p>People Development To participate in supervisions, PDRs and continuous training and development, and to seek ways of continually achieving self-development and career enhancement; to support the future skills requirements of the Trust. To ensure training needs are regularly identified and assessed and action is taken to develop skills including PDR's completed in a timely manner.</p>
<p>Attitude To act as a professional and positive ambassador for Hollybank to support the Trust's mission and profile.</p>
<p>Risk Management To assist the Head of Department in the process of developing risk management strategies to safeguard the interests of the Trust.</p>
<p>Confidentiality In line with the Data Protection Act you will see the use and safe sharing of information as part of their responsibility. You will ensure you work in line with our data protection and information governance policies and procedures protecting and respecting the privacy of our children, young people, and adults.</p>
<p>Flexibility To carry out such other duties as may reasonably be required from time to time to meet the evolving needs of the organisation.</p>

Hollybank Trust is committed to developing the skills of its people, in line with its Investor in People status. If you have any query about your own personal development, please speak to your line manager.

HR Office use only

Regulated Activity	Yes <input type="checkbox"/> No <input type="checkbox"/>
	Notes
Last updated	29/01/2020 JB

Person Specification

<i>Requirement</i>	<i>Essential or Desirable?</i>	<i>How Assessed?</i>
<i>Qualifications/Education/Training</i>		
Level 5 Diploma in Leadership for Health and Social Care (or equivalent) or a willingness to undertake and complete this qualification within an agreed timescale	Essential	<ul style="list-style-type: none"> • Application Form • Interview • References • Certificates
A willingness to undertake relevant qualifications and training relevant to the role	Essential	
Demonstrates an understanding of Equal Opportunities, Culture and Diversity issues and current Health & Safety legislation and GDPR	Essential	
Demonstrates a thorough understanding of the requirements of CQC registration and compliance with CQC and other appropriate regulations, legislation and guidance.	Essential	
Commitment to personalised, compassionate care and support	Essential	
<i>Experience</i>		
Experience of managing staff teams; establishing and effectively monitoring performance to meet targets and KPI's	Essential	<ul style="list-style-type: none"> • Application Form • Interview • References
Experience of working with vulnerable people with a range of disabilities.	Essential	
Previous experience working with non-verbal communicating people	Essential	
Experience of working with statutory and voluntary agencies	Essential	
Experience as a deputy manager in a care setting	Essential	
Experience of leading a team in a short stay or respite service	Essential	
<i>Work Attributes</i>		
A passionate interest in working with adults and young people with multiple disabilities/complex needs	Essential	<ul style="list-style-type: none"> • Application Form • Interview
A positive attitude towards people with disabilities	Essential	
Must be able to report effectively over a wide range of performance information, with excellent written and verbal communication skills including a fluent grasp of the English language	Essential	
Ability to oversee the interpretation of individual needs and requirements into Support Plans	Essential	
Ability to follow set procedures	Essential	

<p>Must be able to have a professional attitude with a wide variety of people, including vulnerable people, families, colleagues, management, and other professionals</p>	Essential	<ul style="list-style-type: none"> • Application Form • Interview
<p>Must be able to demonstrate the skills and ability to contribute to the continuous improvement of services</p>	Essential	
<p>An understanding of the importance of recording and documenting information</p>	Essential	
<p>A full clean driving licence and a willingness to drive Trust vehicles</p>	Essential	
<p>Ability to attend meetings off-site, including assessments and compliance meetings with MDTs and commissioners</p>	Essential	
<p>Ability to manage admissions and discharges with a quick turnaround, and build relationships with all stakeholders</p>	Essential	
<p><i>Personal Attributes:</i></p>		<ul style="list-style-type: none"> • Application Form • Interview • References
<p>Reliable and always committed. Able to work flexibly over a 7-day rota</p>	Essential	
<p>An ability to work shifts on a rota basis including weekends</p>	Essential	
<p>Fully committed to the work of Hollybank Trust</p>	Essential	
<p>Able to work under pressure</p>	Essential	
<p>Ability to sensitively manage loss and bereavement and to support staff</p>	Essential	
<p>Ability to work on own initiative with guidance and support from SMT and Line management.</p>	Essential	

The Trustees reserve the right to amend this document as necessary, after consultation with the individual concerned, to reflect changes in organisational requirements and ensure that the future goals of Hollybank Trust are successfully achieved.