



Job Description – Deputy Manager (Form) (page 1)

Employee name:		Issue date:	
Job title:	Deputy Manager		
Reports to:	Registered Manager		
Main function of the job: (Note: In addition to these functions employees are required to carry out such duties as may reasonably be required). To positively support the Registered Manager in providing leadership to the administration, care, catering, housekeeping, laundry and maintenance functions of The Agency. To deputise for the function of the Registered Manager during their absence, while at all times supporting the decisions made by the Registered Manager. To maintain Care and management skills at a current level, and undertake such training and development as may from time-to-time be required to maintain that currency of practice. To manage the services within The Agency in accordance with standards agreed with the Registered Manager, Registered Provider, legislative requirements, relevant regulations, and in line with accepted best practice, and within the financial plans agreed from time-to-time with the Registered Provider.			
Location:	Quay Care (Poole) Limited , but you may be relocated within the UK at the discretion of the company with 4 weeks' notice.		
Supervisory responsibilities :	To support and assist the Registered Manager in the management of each of the service functions within The Agency		
Main Duties (not in any order of priority):	Management of the organisation:		
	1. Deputise for the Registered Manager during their absence, following agreed policies, procedures and management techniques at all times.		
	2. Develop effective working relationships with the Registered Manager of The Agency.		
	3. Positively and fully support implement the decisions of the Registered Manager. Reconcile differences of approach and opinion with the Registered Manager in private.		
	4. Create and uphold an open, positive and inclusive management culture.		
	5. Participate in the development of The Agency's policies.		
	6. Share in the development of strategic plans for The Agency.		
	7. Participate in evaluation of The Agency against agreed organisational goals, as well as business and quality objectives.		
	8. Work to establish effective employer-employee relationships.		
	9. Minimise legal risks.		
	10. Participate in the maintenance of The Agency's management information systems.		
	11. Assist in the formulation and implementation of Care and nursing policies and procedures. Formulate and implement Care policies and procedures.		
	12. Assist in the implementation and maintenance of the standards required by legislation related to the registration of The Agency.		
	13. Act within The Agency's budget based on The Agency's objectives and within the projected revenue.		
	14. Work in a cost-effective manner.		
	15. Be involved in the design and implementation and maintenance of The Agency's quality assurance programme.		
	16. Assist in the design and administration of an evaluation of the Care standards and Care service provision. Systematically solve day-to-day problematical issues which arise.		



Job Description – Deputy Manager (Form) (page 2)

Main Duties (not in any order of priority):	Management of the Human Resources:
	1. Deputise for the Registered Manager during their absence, following agreed policies, procedures and management techniques at all times.
	2. Take the lead responsibility for the promotion and management of employees' QCF Diploma development.
	3. Cooperate with the implementation, evaluation, orientation and induction of all new employees.
	4. Take the lead responsibility for the development of a master-plan rota to comply with statutory requirements and the satisfaction of ongoing Service User needs.
	5. Assist in the implementation and evaluation of the orientation and induction of all new employees.
	6. Assist individual staff to develop in their role and the level of compliance with agreed standards.
	7. Promote and implement The Agency's policies and procedures.
	8. Promote the effective resolution of team conflicts.
	9. Support the development of a work atmosphere which promotes a high quality of work life.
	10. Support the creation and maintenance a culture of performance and excellence.
	Management of Care Services:
	1. The Deputy Manager will take the lead responsible for the day-to-day management of Care services, in accordance with policies, procedures and management techniques agreed with the Registered Manager.
	2. The Deputy Manager is intended to work as a member of the day to day hands-on Care team, and the overwhelming proportion of working time should be spent in contact with Service Users as opposed to being office based.
	3. Take the lead responsibility for the reception and initial investigation of complaints, and recording their progress.
	4. Take the lead responsibility for Service User documentation.
	5. Take the lead responsibility for RIDDOR systems.
	6. Assist the development of the philosophy, goals and objectives for the Care and nursing practice.
	7. Assist the assessment of the effectiveness of Care and nursing implementation and delivery.
	8. Implement action to meet and maintain Care standards.
	9. Work in cooperation with members of multi-disciplinary health teams to maximise opportunity for Service User therapeutic Care.

- | |
|--|
| 10. Ensure that Service Users' rights are protected. |
| 11. Encourage a model of self-care and Service User rehabilitation. |
| 12. Evaluate Care Plans. |
| 13. Evaluate standards of Care competence. |



Job Description – Deputy Manager (Form) (page 3)

	Professional Long-Term Care Leadership: 1. Deputise for the Registered Manager during their absence, following agreed policies, procedures and management techniques at all times. 2. Encourage innovative methods for the delivery of Care. 3. Encourage health promotion within Care strategies. 4. Engage in local meetings relevant to the activities of The Agency.
	5. Establish relationships with learning institutions in order to promote availability of staff training at all levels. 6. Seek opportunities for personal and professional growth. 7. Promote a positive image for residency, services provided and employment within The Agency, including the organisation and development of events (for example garden parties, outings, entertainments etc).
Working hours:	Nominally 40 hours per week, subject to achievement of goals and objectives and the covering of vacant shifts. The Deputy Manager will be expected to maintain an on-call facility, and in the case of holiday or sickness, to arrange for the facility to be maintained.
Qualifications required:	At least two years experience as a Senior Carer or above level in an appropriate Care service.



If you would like to find out more about any of the current roles:

Please call us on 01202 671999

Head of HR, 54 Parkstone Road, Poole, Dorset BH15 2PG
Or email to: info@quaycarepoole.co.uk