

JOB DESCRIPTION

Job Title:	Deputy Manager
Accountable to:	Registered Home Manager
Location:	Various
Hours:	37.5 hours per week
Contract:	Permanent

MAIN DUTIES AND RESPONSIBILITIES

1. To ensure that positive relationships with service users' families, advocates and other professionals are developed and maintained in a professional manner. When relevant consult with service users' families, advocates and other professionals to ensure they are supported through any change and/or developments that may affect the lives of the service users.
2. Under the direction of the RHM to give confident, clear and informed leadership to staff. Provide support, supervision, development and mentoring to all staff, maintaining records to an agreed standard.
3. To support the manager in monitoring and maintaining the services budget and that spending for the service remains within set parameters.
4. To support and develop staff within the service using appraisal, supervision and training using practice leadership and observations to establish needs.
5. To contribute to the development of new policies and practices within the Home and to maintain systems for evaluating the effectiveness of any changes, ensuring that all relevant documentation is recorded and updated regularly.
6. To prepare and maintain accurate records relating to individual service users and home systems. Maintain and monitor management information, etc. ensuring the maintenance of appropriate levels of confidentiality.
7. To take a lead in the identification of service users needs and wants and supporting the manager and team leads to formulate strategies to meet these in all areas including recreation, leisure, health, culture, employment, etc. Provide a high quality engaged and active support' to service users based on their individual support plan /programmes using a Person Centred approach.
8. To administer medication to service users in accordance with individual need and in accordance with Norwood policy and procedures. Take initiative in dealing with emergencies such as medical / challenging situations.
9. To create and maintain positive relationships with service users in a Person Centred approach. Take a lead role in empowering service users to achieve greater levels of self-advocacy and independence. Support service users in developing positive relationships with relatives, peer groups and other professionals.
10. To actively support the initial and ongoing assessments of people we support that may be being considered to move into the service.

11. To ensure a non-aggressive, non-abusive and non-aversive approach to addressing challenging behaviour. Planned intervention may include SCIP pro-act procedures.
12. To accompany and support service users' activities, outing and holidays as required.
13. To undertake on-call duties and sleep-in duties as directed by the RHM.

General

1. To take all reasonable care of the health and safety of him/herself and of other persons who may be affected by his/her acts or omissions. As regards to any duty or requirement imposed upon the organisation by or under any of the relevant statutory provisions, to co-operate with the organisation as far as it necessary to enable that duty or requirement to be performed or complied with.
2. To work at any other Norwood location, as and when required.
3. To report to the Health and Safety Manager either serious risks or your concerns over safety issues.
4. To always maintain confidentiality and to ensure respect for, proper observance of and adherence to Norwood's confidentiality policy for all staff.
5. To attend regular supervision sessions with line manager, regular team meetings and undertake relevant training as and when required.
6. To work collaboratively with volunteers to ensure that their contribution enhances quality of service provision and support across the organisation.
7. To undertake any other duties which are consistent with the post.
8. To maintain standard of dress that is appropriate to role and in accordance with the organisation's dress policy.

This job description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the service.

PERSON SPECIFICATION

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CRITERIA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> ▪ Willingness to undertake the Skills for Care Induction ▪ Qualified QCF Level 3 	<ul style="list-style-type: none"> ▪ Qualified QCF Level 5 ▪ First Aid
Experience	<ul style="list-style-type: none"> ▪ Work in a residential/supported living setting including supervisory responsibilities ▪ Care and Support of Adults with Learning Disabilities ▪ Person centred planning, care and support planning and risk assessment 	<ul style="list-style-type: none"> ▪ Work with Adults with Learning Disabilities in a residential or similar setting ▪ Proven experience in staff development and performance management.
Knowledge	<ul style="list-style-type: none"> • Current key Legislation including the Care Act (2014) and Health and Safety at work • Understanding of Learning Disabilities • Strong Literacy and Numeracy skills • Commitment to an inclusive approach to service planning and delivery • Understanding and ability to support people with a range of communication and behavioural needs • Understanding of right care, right support, right culture. 	<ul style="list-style-type: none"> • Person Centred Planning • Person Centred Approaches and Active Support • Understanding and awareness of the Jewish culture • Willingness to engage in development of staff training and engagement.
Skills and Abilities	<ul style="list-style-type: none"> • Ability to work as part of a team and as a lone worker • Ability to work independently and creatively using own initiative • Ability to communicate effectively with a variety of stakeholders 	<ul style="list-style-type: none"> ▪ Creativity ▪ Person Centred Risk Taking
Personal Circumstances and Attributes	<ul style="list-style-type: none"> • Willingness to work flexibly to meet individual needs including weekends, evenings and nights • Self motivation and initiative • Ability to work under pressure • Enthusiastic and positive attitude and approach 	<ul style="list-style-type: none"> ▪ Clean UK driving License and willingness to drive for work (own vehicle or Norwood vehicles)