**JOB DESCRIPTION**

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| **JOB TITLE:**  | Deputy Manager  |
| **REPORT TO:**  | Home Manager |
| ****JOB SUMMARY**** This job description is a statement of the core duties of the Deputy Manager, but it is not an exhaustive list. Sycamore Care Centre may revise this job description to meet the needs of the business and reserves the right to require you to perform other duties from time to time.The Deputy Manager will achieve the highest possible standard of care in a professional manner through direct management and the effective supervision of staff members. Deputy Manager will take management responsibility for shifts as directed.****Duties and Responsibilities**** **General Management:*** Ensure Service User views are respected.
* To support the Registered Manager to manage in a way that ensures the privacy, respect and dignity of the service user at all times and to create a culture, which recognises the Equal Opportunities of all.
* In the absence of the Manager, to be responsible for notifying the CQC of all deaths within the home on the appropriate form.
* To be responsible for delegated areas of responsibility and ensure that the day to day running of these services are delivered in a caring, professional manner, reflecting the aims and objectives of the Home and complying with the requirements of all relevant Health and Social Care Legislation.
* To contribute to the assessment of individual service users’ to assist in the development and maintenance of a happy, stimulating and secure environment for all service users.
* To carry out any other duties as requested by the Manager.
* Liaise with the Home Manager and other members of staff, where appropriate, on matters which may have a serious and/or widespread influence on the operations of the Home.
* To cover shifts in case of staff sickness and absence to ensure adequate staffing levels at the Home.
* To be responsible for ensuring regular audits are carried out for the monitoring of business improvements and compliance.
* To market the home effectively and be involved in enquiry management, fee negotiations, assessments as directed by the manager.
* To produce weekly and monthly reports as required by the manager.
* To be responsible for ensuring all records relating to service users and their progress are accurate and updated at all times.
* To implement maintain outcome led planning

**Service User Care:*** To assist the Home Manager to assess and respond to the individual needs/requirements of Service Users prior to admission and to continue to carry out regular reviews at established intervals.
* To liaise with all members of the primary health care team, staff, service users and their representatives with regard to individual care plans and the promotion of person centred care.
* To assist the Home Manager to ensure the implementation of procedures for the safe and correct ordering, receipt, storage, administration, recording and disposal of drugs and medicines.
* To assist the Home Manager to carry out daily checks of the condition and cleanliness of the premises and to ensure all equipment can be operated and used without risk to health or safety.
* To assist the Home Manager to meet with Service Users daily to assess their condition and ensure their individual needs are met.
* To assist the Home Manager to ensure that each Service User's daily records are maintained and that care plans are reviewed at least monthly.
* To assist the Home Manager to ensure the provision of adequate and appropriate staffing levels.
* To assist the Home Manager/ Activities Coordinator to organise a programme of regular social and leisure activities which take into account the varying needs, interests and abilities of Service Users.
* To assist the Home Manager to investigate and take measures to resolve any concern referred to him/her by a Service User, in accordance with the Home's policies and procedures.

**Administration:*** To assist the Home Manager to ensure the safe recruitment and selection of suitably qualified staff. To ensure that all required documentation and checks have been obtained and carried out prior to new staff commencing their duties. To ensure all staff files are kept up to date, in good order and stored in line with Data Protections Act requirements.
* To foster good working relationships amongst staff, and between staff and Service Users.
* To investigate and take measures to resolve any concern which may be referred to you by a member of staff or visitor to the Home, in accordance with the Home's policies and procedures.
* To refer any matters which are not within your responsibility and/or authority directly to the Home Manager or other appropriate person.
* To assist the Home Manager in the overall monitoring of staff rota.
* To assist the Home Manager in ensuring that all relevant information and documentation is provided to Head Office, on a regular basis and as required.

**Staff Development:*** To set a good example to staff in all aspects of Service User care and general conduct.
* To keep yourself up to date with all developments in the provision of residential/nursing care.
* To be committed to continuous personal development and encourage staff to participate in relevant training.
* To take part in the preparation and delivery of induction training and appraisals of staff.
* To assist the Home Manager to identify training needs of staff and to arrange in house training sessions.
* To make all relevant information and guidance readily available to members of staff as regards safe and correct systems of work and the Home's policies and procedures.
* To recognise and acknowledge the varying skills and abilities of employees and take account of these when preparing an appropriate development plan.
* To undertake such other duties as may be mutually determined from time to time.

**Staff*** To manage, supervise and motivate team members and to undertake all management duties in the absence of a Registered Manager.
* To provide management, supervision, support and guidance to your team.
* To promote a team approach, and lead by example participate in recruitment and selection processes, as requested by the senior management team.
* Ensuring that electronic records Caresys and paper records are completed daily and maintained to a high professional standard required by the company.
* To attend internal or external case conferences, reviews and meetings, as required. You are required to conduct yourself at all times in a professional manner and to ensure that your appearance is appropriate and commensurate with the dress code.
* To support the Home’s no smoking policy in the interests of Health & Safety and ensure smoking is not allowed on site.

**Confidentiality*** Maintain confidentiality.
* To be responsible, on a delegated basis, for ensuring that all service user and service records  are kept fully up to date as required and to ensure that all events and activities are fully evidenced providing a complete audit trail and to undertake administrative, and health and safety duties as delegated, by either policy or management.
* To be responsible, on a delegated basis, for the correct administration and record keeping for all service users’ medications in line with the current medication policy, and complete associated records in a full and accurate manner as required in the policy document.
* To be responsible, on a delegated basis, for ensuring the service budget is managed within the given budget.
* To be responsible for supporting the Registered Manager in ensuring you and your staff team comply with Fire and Health & Safety policies in relation to the service.
* Be aware of company policies and procedures and ensure requirement are incorporated into practice.
* Ensure effective and clearly documented hand over systems are maintained to facilitate the effective transfer of information between staff and shift.

****Skills/Qualifications:***** Organisational skills
* Plan and allocate work
* Positive contributor to the service
* Experience in dementia care
* Experience of staff supervision and training
* Understanding of Care Home Regulations & Standards
* NVQ 4 accredited higher or working towards
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This job description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

Sycamore Care Centre reserves the right to amend this job description from time to time, according to business needs.