



# JOB PROFILE

<b>Post Title:</b>	Deputy Community Care Centre Residential Manager
<b>Portfolio:</b>	Health & Social Care
<b>Responsible to:</b>	Community Care Centre & Residential Manager
<b>Responsible for:</b>	4 Heads of Care, 1 Head Cook, 1 Maintenance & Supplies Supervisor
<b>Grade:</b>	Band E

## Job Purpose

To improve the lives of all within our community and help the island thrive by working with the Community Care Centre Residential Manager, the Deputy Community Care Centre Residential Manager (D-CCCRM) will ensure residents care and wellbeing is at the heart of everything done at the CCC and the level of care offered goes beyond just professional standards and statutory, regulatory and legal requirements.

This is an opportunity for an individual who can think creatively, enjoys developing skills and practice within others, and is able to think and develop ideas. We are looking for a passionate and caring individual.

## Main Duties and Responsibilities

1. Supporting Manager to run the overall day to day management of the service;
2. Responsible for providing specialist support and advice, taking responsibility for resident care in the Manager's absence and supervising/coaching staff;
3. Responsible for ensuring that through clinical governance and leadership the care, health and safety of all residents is effectively assessed, planned, implemented and evaluated;
4. Directly responsible for managing and overseeing the care team, which includes Heads of Care, Senior Care Assistants, and Care Staff, as well as the Maintenance & Supplies Supervisor and Head Cook;
5. Ensure adequate cover in place that provides safe services to residents, ensuring that rotas and staffing levels meet assessed needs of residents;
6. Undertake care assessments of adults needing care and support, which will include working with social care teams and a range of health professionals;
7. Responsible for implementing care and support plans for individual residents, including developing evidence based individualised care packages, therapeutic



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- interventions, and individualised activity programmes; ensuring these are regularly reviewed, monitored to meet individual need;
8. Responsible for working with staff to ensure Person Centred Care is embedded into work practice;
  9. Undertake and manage risk assessments around client care and ensure that these are embedded into care and support plans and reviewed regular;
  10. Provide regular supervision to teams in line with staff development and training;
  11. Undertake staff Performance Appraisals and Performance Management;
  12. Plan regular Team Meetings, with the aim to keep staff updated on issues in the CCC and the wider SHG and manage change;
  13. Responsible for managing sickness and highlight concerns and actions to CCCR Manager;
  14. Attend meetings across Health and Social Care Portfolio as determined by role or in the absence of the CCCR Manager;
  15. Undertake project/ group work as identified and required by Health & Social Care;
  16. Support the CCCR Manager with recruitment and selection procedures which will include shortlisting, interviewing, induction and probationary process;
  17. Undertake investigations on behalf of the Portfolio and wider SHG;
  18. Demonstrate a good understanding of working within Health & Safety Procedures and liaising informing Buildings Maintenance Supervisor when issues/risks present and take immediate action. To ensure Residents, employee's and other visitors to the premises are safe;
  19. Safeguarding is everyone's responsibility and therefore it is important that the DCCCRM is able to recognise the signs which may indicate possible abuse, harm or neglect in its different forms and know what to do if there are any concern. Must have the ability to seek appropriate advice and report concerns, including escalation if action is not taken;
  20. Support CCCR Manager to work within allocated Budgets and Resources identify any risks, overspends and take action;



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21. Undertake regular training and development in line with the requirements of the role.

22. Deputise for the CCCR Manager as and when necessary.

## Special Conditions

Working with vulnerable adults, that can present a number of challenges around behaviour, disabilities etc

To provide "On Call" out of hours on a rota basis

To respond to the Portfolio in an emergency situation and be part of emergency planning

There is a requirement of the role, that in some instances, you may be required to work in another service, within Health & Social Care when emergency cover and support required

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



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## Core Competency Framework

Competency	Level
<b>Professional Development:</b> Requirements for Continuous Professional Development in line with job role and the needs of the portfolio	iii
<b>Planning &amp; Delivery of Work:</b> Plans and organizes work to meet objectives whilst achieving quality and value for money. Identify information needs and ensures delivery to plan in a timely and effective manner. Recognises good and tackles poor performance	iii
<b>Analysis and use of Information:</b> Interprets complex written information. Assesses the validity, relevance and limitations of different sources of evidence, and generates a range of options and appraises them based on evidence available.	iv
<b>Decision Making:</b> Clarifies highly complex and disparate information to inform decision making, while also facilitating others to take creative decisions and generate solutions to meet organisational needs. Considers internal and external influences in complex decision making and problem solving including significant long-term implications these may have on the organisation.	iv
<b>Working with Others:</b> Engages effectively with senior managers and other stakeholders using a range of communication mechanism, and shares and implements good practice with all.	iii
<b>Communication:</b> Ensure important messages are understood and written communications are well structured and have clear meaning. Presents information that have a positive impact on others and engages with them to understand their needs	iii
<b>Influencing and Persuading:</b> Encourages, provides and is receptive to constructive feedback to improve performance of self and team. Remains constructive when disagreeing or challenging and ensures alternative approaches to work are effective in meeting the organisation and individual needs.	iii
<b>Dealing with Change:</b> Supports colleagues through periods of change by promoting goals or new initiatives, and new ways of doing things. Is responsive to constructive feedback and addresses obstacles to change.	iii
<b>Continuous Improvement:</b> Sets SMART objectives for team and evaluates them and where necessary motivates team members to improve and develop their performance.	iii
<b>Managing Resources:</b> Gains respect and credibility from team members through effective delegation, coaching and development.	iv



## PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
<b>Qualifications:</b>			
Level 3 NVQ Health & Social Care	E	√	√
Level 4 ILM Leadership and Management or willingness to work towards relevant nursing qualification	E	√	√
Driving Licence A & C	E	√	
<b>Knowledge &amp; Experience:</b>			
Considerable experience of practice in a social care setting with older people	E		√
Considerable experience in working in elderly care/ post registration training in elderly care	E	√	√
Considerable experience of undertaking staff supervision and leading the team	E		√
Knowledgeable of policies and procedures in line within the requirements of the role with the ability apply effectively	E		√
<b>Skills and Abilities:</b>			
Proven skills in leading a team	E		√
Excellent people management skills	E		√
Proven written and verbal skills for communication and understanding	E		√
Proficient IT Skills – Microsoft Office	E	√	√
Communicating with the other services and professionals including health	E		√
Be able to communicate and engage effectively with our service users, their families and colleagues, good interpersonal and working relationship skills are essential;	E		√
Implementing action plans for improvement and building a reputation of high-quality care delivery for the home	E		√
A strong knowledge of person-centred care Working closely with each resident, Assessing their needs and delivering a care plan that helps each person to live a fuller life	E		√



## PERSON SPECIFICATION

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Proven motivational and inspirational leader with the ability to motivate, engage, and exercise leadership throughout the team	E		√
<b>Other:</b>			
Willingness to work flexibly – Including weekends, shift working	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E		√

### Our Values

#### FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

#### INTEGRITY

We communicate openly and we are honest, accountable and ethical.

#### TEAMWORK

We work together and we support each other.

### Professional or Career Progression Cadre Competency Framework

N/A