



JOB PROFILE

Post Title:	Deputy Manager - Deasons & Cape Villa
Portfolio:	Health & Social Care
Responsible to:	Manager – Deasons & Cape Villa
Responsible for:	Senior Support Workers & Support Workers
Grade:	D

Job Purpose

To improve the lives of all within our community and help the island thrive by supporting the Manager of Deasons & Cape Villa with service delivery and changes needed within the organisation. The Deputy Manager will support the provision of a high quality health and social care service to all service users. This involves assistance with overseeing and managing the day-to-day operations of Deasons and Cape Villa and any maintenance and/or emergency situations that may arise.

This is an opportunity for a caring and passionate individual who can think creatively, has a positive attitude towards challenge, is flexible, enjoys developing skills and practice within others, and is able to think and develop ideas.

Main Duties and Responsibilities

1. Support the Manager of Deasons & Cape Villa by ensuring the smooth and effective operations and development of a range of services carried out at both services, in accordance with the Portfolio's strategic plan, operational plans and policies.
2. To support the implementation, and maintain quality care that is evidence based using best practice guidance, through assessment, planning, implementation and evaluation of care, and managing both services in the absence of the Manager of Deasons & Cape Villa.
3. Plan and oversee programmes of activities to ensure service users' inclusion in society on a regular basis, involving volunteers, family, friends, faith groups and multi-disciplinary teams.
4. Champion a 'Zero Tolerance' to abuse and report any such incidences as per SHG Adult Safeguarding Strategy.
5. Support the development, implementation and review of care and/or plans, risk assessments and associated documents, and monitor their implementation; ensure accurate records are kept and maintained by all staff.
6. Assist the manager with the supervision, support and training of all staff with a focus on person-centred care and practice.



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7. Arrange for service users' medication to be collected and safely transported from the pharmacy to Cape Villa and Deasons ensuring safe storage and monitoring of stock of the same, in accordance with the Portfolio's Medicine Management Policy.
8. Administer medications to service users as prescribed by a relevant health professional.
9. In the event of a service user falling ill, work closely with the manager, medical/clinical team at the hospital; treatment to be given as per medical recommendations and other stakeholders.
10. In event of admission to hospital, ensure all service user records, transfer form and medication charts are transferred with the service user.
11. To assist with the development of policies, procedures and protocols and participate in audits across both services and across other social care settings as directed by the Manager – Deasons & Cape Villa or other members of the senior leadership team.
12. Participate in delivering training and mentoring of colleagues and other learners in gaining competence in providing quality care to the service users.
13. Assist the manager in compiling duty rotas ensuring that Deasons and Cape Villa are adequately staffed and have the correct numbers and skill mix on each shift; managing staff sickness/annual leave and addressing poor performance in a timely manner as per the SHG Code of Management.
14. Communicate with all key stakeholders on a regular basis in a professional and timely manner. Be aware of emergency planning and major incident processes and follow such processes as necessary, in the event of an unexpected incident.
15. Undertake shifts as agreed with the manager and the senior leadership team, and participate in on-call duties as per rota.
16. To promote, monitor and maintain best practice ensuring quality standards are achieved.
17. Promote the concept of holistic care and ensure that service users are encouraged/empowered to be as independent as possible.
18. Ensure health and safety at Deasons and Cape Villa, working closely with the manager and all staff to maximise service users' comfort, and safety at all times.
19. Work with the manager and all staff to ensure the safe use of equipment, aids and adaptations within each service.

Special Conditions

- Potential exposure to challenging behaviours, personalities, and non-compliance



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- Potential exposure to bodily fluids/communicable diseases
- Working unsocial hours including an element of on-call duty, working weekends, evenings and public holidays

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.

Core Competency Framework

Competency	Level
Professional Development: <i>Required Professional Competency standards met..</i>	ii
Planning & Delivery of Work: <i>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.</i>	iii
Analysis and use of Information: <i>Outputs, including the evaluation of policies, projects and programmes are evidence based and decision making and solutions are established by interpreting trends</i>	iii
Decision Making: <i>Solves problems that have significant short-term implications for the directorate and assess the impact of decisions made. Decisions are formed based on trends, patterns and causes rather than just symptoms and is evidence based and made in compliance with policy guidelines.</i>	iii
Working with Others: <i>Engages effectively with senior managers and other stakeholders using a range of communication mechanism, and shares and implements good practice with all.</i>	iii
Communication: <i>Varies language and content by explaining and using examples to ensure understanding of audience. Highlights key points for summary from detailed and complex documents.</i>	iv
Influencing and Persuading: <i>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.</i>	iii
Dealing with Change:	



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<i>Presents the business need for change and encourages and enables employees to contribute to and focus on the positive aspects of change as well as anticipate any obstacles.</i>	iv
Continuous Improvement: Sets SMART objectives for team and evaluates them and where necessary motivates team members to improve and develop their performance.	iii
Managing Resources: <i>Gains respect and credibility from team members through effective delegation, coaching and development</i>	iv



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
A Level 2 or above qualification in a relevant subject – such as English, ICT, Business Administration etc. or equivalent level of demonstrable attainment or experience	E	√	
NVQ Level 3 in Health & Social Care or equivalent qualification or currently working towards this qualification	E	√	
Valid Driving Licence Class A is essential	E	√	√
Knowledge & Experience:			
Considerable skills, knowledge and practical experience in a middle management role. It is essential that the post holder is able to demonstrate a work history in relation to this area of practice and management.	E	√	√
Considerable experience in management in health & social care field of work, preferably with older people.	E	√	√
Proven competency to handle confidential/sensitive personal information in an appropriate and secure manner	E		√
Knowledgeable in relevant policies and guidelines	E		√
Knowledgeable in Health & Safety procedures	E		√
Experience of analysing and interpreting information to develop solutions or solve problems	D	√	√
Experience of dealing with financial accountability and procurement systems (preferably in a public sector environment)	E	√	√
Experience of supervising a group of staff and overseeing the day-to-day running of a team	E		√
Skills and Abilities:			
Excellent interpersonal skills with the ability to effectively communicate with service users and their relatives, members of the public, colleagues and other learners	E		
Ability to advocate for service users and work colleagues	E		



PERSON SPECIFICATION

Understanding and championing of anti-discriminatory and anti-oppressive values core to Social Care practice.	E		√
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	E		√
Able to produce accurate and clear written communications and excellent oral communication skills with the ability to prepare concise, relevant and timely reports	E		√
Able to use professional judgement, initiative and diplomacy to make decisions	E		√
Demonstrable skills in people management	E		√
Ability to be flexible when working under pressure and prioritise workloads to meet tight deadlines, with good organisational skills and attention to detail	E		√
Sensitively responding to clients in ways that respects their dignity, values and right to self-determination	E		√
Demonstrates the ability to provide individualised person-centred care for the service user experiencing cognitive and/or mental health challenges, and/or responsive behaviours.	E		√
Competent at conducting risk assessments and capacity levels of staff and service users.	E		√
Other:			
Willingness to work flexibly including evenings, nights and weekends	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		√



PERSON SPECIFICATION

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