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| **Deputy Manager**  **Job Description** |
| **Working Hours**: 37.5 (to be worked over a mix of early and late shifts and some weekends) | **Salary**: £25,500 - £26,500 |
| **Location:** Marston Green | **Responsible to:** Registered Care Manager  |
| **Role Purpose** |
| * Support the Registered Care Manager to meet compliance standards as determined by the Care Quality Commission, Local Authority & Quality teams.
* Partner with the Registered Care Manager and lead on all operational activity and assume responsibility for managing the service during the manager’s scheduled and unscheduled absences.
* Deputise for the registered Manager in all aspects of the service delivery including communications with parents and professionals, safeguarding and CQC, taking a lead in key responsibilities
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| **Responsibilities** |
| **Responsibilities to the People we support** | * Promote an enabling environment, ensuring high standards of professional practice, whilst achieving compliance with the standards required by CQC, internal policies and procedures and external contract requirements.
* Ensure that support plans are; where possible co-produced and always led by the needs of the person ensuring they are reflective of individual interests and aspirations.
* To ensure that the support provided is led by the person and offers new experiences through a wide range of meaningful activities within their home and local community.
* To ensure all safeguarding matters and concerns are escalated to the Local Authority safeguarding team in a timely manner, giving clear and concise information and ensuring any follow up actions are implemented where appropriate.
* To empower people with autism to live as independently as possible with the appropriate levels of support.
* Ensure that the day-to-day physical and emotional health of those living within the residential service is met within a caring and safe environment.
* To work in line with the Mental Capacity Act ensuring that the least restrictive practice is implemented within all support services.
* Conduct person centered reviews at appropriate intervals, involving the person and their circles of support
* To carry out needs assessments for each individual at the point of referral.
* Ability to manage and deliver successful transitions for individuals new to Autism West Midlands support.
* Establish and maintain quality assurance systems that enable those we support to make judgements about the quality of their environment, support and other relevant issues.
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| **Communication with families / advocates / professionals** | * To develop and maintain effective communication systems internally and externally between families, advocates, professionals, individuals and across our support functions.
* To seek feedback from families, advocates and professionals to continuously improve the standards of the home.
* Ensure that there are good communication channels of information between all those within the service, other Autism West Midlands services and other relevant service providers.
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| **Staff Management****Responsibilities** | * Lead with the manager as part of the management team to ensure the effective running of the service and to ensure that quality is key throughout
* Proactively manage, lead, support and develop the Assistant Manager and Senior Support Workers across the service by leading by example, practice sharing and mentoring.
* Developing protocols and in service strategies to address service specific challenges.
* Actively and appropriately manage any crisis / conflict situation and guide employees in an appropriate manner
* To ensure that the service is effectively covered by an appropriate number and calibre of staff to reflect the persons needs and preferred lifestyles. To ensure detailed and professional reports are kept for all safeguarding matters and filed appropriately.
* Lead Team Meetings on a regular basis and ensure that any issues are addressed and actioned in a timely manner.
* Partner with the manager to ensure the service is fully compliant and actively developing strategies to exceed expectations with regards to CQC inspections and outcomes
* Provide strong leadership to the staff team.
* Complete quality audits as required for medication, health and safety and other key areas
* Participate in the timely re-ordering and review of medication across the service
* Ensure handover procedures are followed across the service and that all paperwork is completed to the correct standards
* Provide regular supervision and appraisals for direct reports
* Take an active role in the recruitment, induction and development of direct reports, identifying any training needs and ensuring these are met as well as ensuring Support Workers attend training as and when required
* Proactively identify and address absence or lateness issues; ensuring effective absence management is carried out alongside HR, playing an active role in investigations
* To ensure team knowledge, understanding and implementation of Autism West Midlands policies, procedures and legislation.
* Ensure that the staff supervision and appraisal system is maintained in line with regulatory requirements.
* To maintain a safe and healthy environment for staff and people at all times. To include the use of Risk Management strategies.
* To ensure Autism West Midlands fulfils all of its legal and statutory responsibilities and liaise with the Registered Manager on any concerns.
* To ensure that all records and reports are completed and maintained to the required standard inline regulatory requirements.
* Lead on conflict resolution and grievance investigations alongside the HR Department
* Advise the Registered Care Manager of any concerns, changes or supplementary services needed
* Liaise with peers in other services to ensure consistency in practice
* Manage inspections and contractual and quality visits in the absence of the Registered Care Manager with CQC and Local Authority.
* Support the Registered Care Manager in responding to complaints from the people we support, families and professionals by gathering information and fact finding.
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| **Financial****Responsibilities** | * To take an active role; alongside the Registered Care Manager/ Operations Manager in the future growth and development of the service
* To contribute to achieving and maintaining financial viability if the service by effective budget management and generating new income through new referrals and engagement in the marketing and promotion of the service to external stakeholders.
* To ensure that effective rota management and staffing ratios are maintained in line with agreed budgets and contracted hours.
* Complete financial audits on personal monies and expenditures
* To monitor day to day budgets and ensure all team members follow financial systems and structures.
* Identify and take appropriate remedial action in response to deterioration in buildings and furnishings requiring immediate or ongoing repair or replacement (within agreed budgets) and to inform the finance department.
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| **General** | * To contribute to a 24 hour on call system on a rota basis, covering a range of services in a specified area over a 7 day period.
* Positively promote and raise the profile of people with autism and Autism West Midlands.
* To support the Registered Care Manager in the implementation of all policies, procedures and business objectives.
* To be committed your own career development and enhance your service in accordance with knowledge gained.
* Continually develop knowledge, skills and understanding of the needs of those we support, interpreting and communicating with them effectively.
* Actively contribute knowledge and skills towards other Autism West Midlands innovative projects developing further specialist resources for people with A.S.D in the West Midlands region.
* Undertake such other duties as are required.
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**PERSON SPECIFICATION**

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| **Area** | **Essential** | **Desirable** |
| **Professional Qualifications** | * Substantial training or a qualification relevant to a supervisory position in social care or a related field
 | * A leadership qualification, a level 4 qualification in Autism, or a qualification relevant to the management of challenging behaviour
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| **Knowledge** | * Understanding of the legal and regulatory frameworks for registered services
* Knowledge of Person centred practice
* Knowledge of Supported Living
* Knowledge of supporting individuals who present with behaviours of concern and least restrictive practice.
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| **Skills** | * Strong leadership skills, including team building, performance management, and supervision.
* Strong verbal, written and digital communication skills, including the ability to use Microsoft office packages
* Ability to implement and manage systems to monitor and control:
* Expenditure
* Medication
* Staff training
* Rota management
* Staff performance
* Mental Capacity/Best Interests
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| **Experience** | * Experience of working in relevant CQC regulated settings with people with Autism, learning disabilities, or mental illness
* Over 2 years managing / supervising staff performance
* Managing finances
* Managing relationships with stakeholders such as funders and regulators
* Experience of supporting people who present with behaviours of concern
 | * Experience in Supporting people with Autism
* Creatively implementing person centred approaches
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| **Personal Qualities** | * Strong leadership personality with a natural ability to positively shape the work of others
* Commitment to high quality teamwork
* Initiative
* Able to work flexibly across a seven day rota to meet the needs of the service
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| **Other** | * Car owner with a full manual driving licence
* Ability to undertake on call duties on a rota basis
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