

Deputy Manager (Residential) – Grade 9

Job purpose

Social Care and Well-being is part of the Commissioning, Public Health and Adult Social Care Directorate and provides a range of residential, day care and supporting services for adults who are vulnerable. You will work in Community and Residential Options supporting the management of a residential establishment for older people.

Older people's residential services have been subject to a thorough modernisation review which has led to four new state of the art 40 bedded homes being developed. Castle Grange, in Huddersfield and Claremont House in Heckmondwike provide specialist dementia care with Moorlands Grange in Huddersfield and Ings Grove House in Mirfield providing intermediate care in partnership with the Health Service. In addition to intermediate care services these establishments provide respite care and long-term care. All services are registered with the Care Quality Commission (CQC) for people 18 years plus of varying mental and physical abilities.

It is expected that all services will become centres of excellence for the authority and the challenge will be for the job holder to assist the Residential Manager to lead the service in this direction.

You will be part of a team consisting of other Deputy Managers, an Administrator and a large staff team consisting of Team Leaders, Support Workers, Domestic Assistants, a Handyperson and Catering staff, and will deputise for the manager when required. You will also be part of a larger multi-disciplinary team working in partnership with health staff assessors and the independent sector. Leadership skills are a vital component of this role as you will lead and have a presence within the establishment promoting excellent care practice.

A large part of your role will be to establish and maintain relationships with service users, relatives, other professionals and support networks. A key component of this will be your contribution to the development of a Care Management Process which will include the design of care plans for individuals in a person-centred framework. You will be expected to assist in direct care provision alongside the care team ensuring that high levels of care practice are implemented, initiating remedial action where appropriate. Service users' involvement is key, and it is essential that you actively promote this principle. You will need the skills and vision to be able to work with complex and diverse cases and be able to contribute to the creation of care packages to meet individual needs. In cases where there may be concerns regarding adult protection you may need to liaise with the Adult Protection Co-ordinator to ensure that statutory and Council requirements are complied with.

You will assist in establishing systems to ensure that consultation takes place with service users and other groups, and ensure that information received is taken into account in decision-making processes. Working with the Management Team you will ensure changes in policy and procedures at service level are effectively implemented. You will be expected to represent the

service at meetings etc. in the absence of the manager, presenting a positive image of the Service and communicating its values, aims and objectives at all times.

Your working knowledge of essential standards of quality and safety will enable you to ensure that care plans are of the highest standard exceeding those set by CQC which we have a statutory obligation to meet. As well as writing the care plans, you will have a quality assurance role involving checking, cross referencing and auditing the care plans to ensure the highest standard of care is provided. You will work with and support care staff on a day to day basis to achieve this. You must also ensure that any legal requirements are noted and taken into account in this process.

You will work within a performance management framework in order to meet performance targets and key performance indicators which represent a forward thinking residential service. You will be expected to have a knowledge of and work within Kirklees Council's policies and procedures relating to for example health and safety, attendance improvement, supervision, complaints and compliments and drug administration to name a few.

Your time management skills will ensure you effectively manage your workload and support other staff to do the same. You will make clear to others the standards of work and behaviour expected. As a Deputy Manager, it will be for you to identify and resolve issues that may arise on a daily basis ensuring equality and fairness. It is vital that you develop and maintain productive working relationships within and outside the Council, and particularly with staff and colleagues during changes in Council structure or service provision. Your communication and management skills will enable you to positively contribute to implementing change and dealing with any related problems as soon as they arise. This will involve communicating the rationale for change, promoting open discussion and considering the perceptions of others involved in, or affected by, changes in working practices or services. As a positive role model, you will be open to change and show a willingness to get involved. By presenting a self-assured image to others in a wide range of situations you will demonstrate your commitment to service and management priorities.

You will support the manager to ensure the efficient ordering of all essential stores, equipment and services, monitoring of budgets and the maintenance of records of all income, expenditure and wages. You will also need to ensure the prompt provision of any relevant returns required by the Service and prepare written reports on matters relating to the establishment as necessary together with ensuring accurate records, including those related to service users, are kept.

This service will be run from a business perspective encompassing budgetary management and financial accountability in line with the authority's financial procedures. As part of the management team you will support the manager to achieve this.

There is an expectation that the service runs smoothly over a 24-hour period; this will require a flexible and responsive approach to the demanding requirements of the service. As a result you will work shifts and at weekends and may also be required on occasion to work a nightshift to ensure the efficient operation of the establishment. You will be required to participate in the Standby rota for residential and accommodation services for older people and people with learning disabilities. Rota management is key to ensuring that staffing levels are adequate to ensure that residents receive a high standard of care.

The overall management of the staff team is key to this role, this will include ensuring that both mandatory and individual training and development needs are identified and provided for. A strong evidence base is crucial to ensure service standards are met and the service is compliant with regulatory bodies.

This role is based within Adults Social Care Operation
Find out more about [working for Kirklees](#).

Key areas of responsibility

Staff development is a fundamental aspect of the work, and you will contribute to ensuring staff receive formal induction training, professional supervision and personal performance development reviews in line with corporate policy. You will be expected to continue with your own personal development, and we will support you with this. You will be involved in the recruitment and selection of all staff in the home ensuring the appointment of suitably competent candidates in line with the Council's Code of Practice.

Working in partnership with CQC and other regulatory bodies is fundamental to your role, and you will be expected to assist in facilitating inspections and audits as required. There is also an expectation that you will regularly carry out self-audits.

You will work as part of the management team with others in the service to develop systems to ensure a safe working environment and practices for both employees and service users in accordance with relevant legislation or Council policy.

When on duty it will be your responsibility to ensure that the general safety and security of the building is maintained through monitoring and ensuring the efficient and effective use, repair and maintenance of the building and any equipment, bringing any significant defects to the attention of a Pathways and Portfolio Manager.

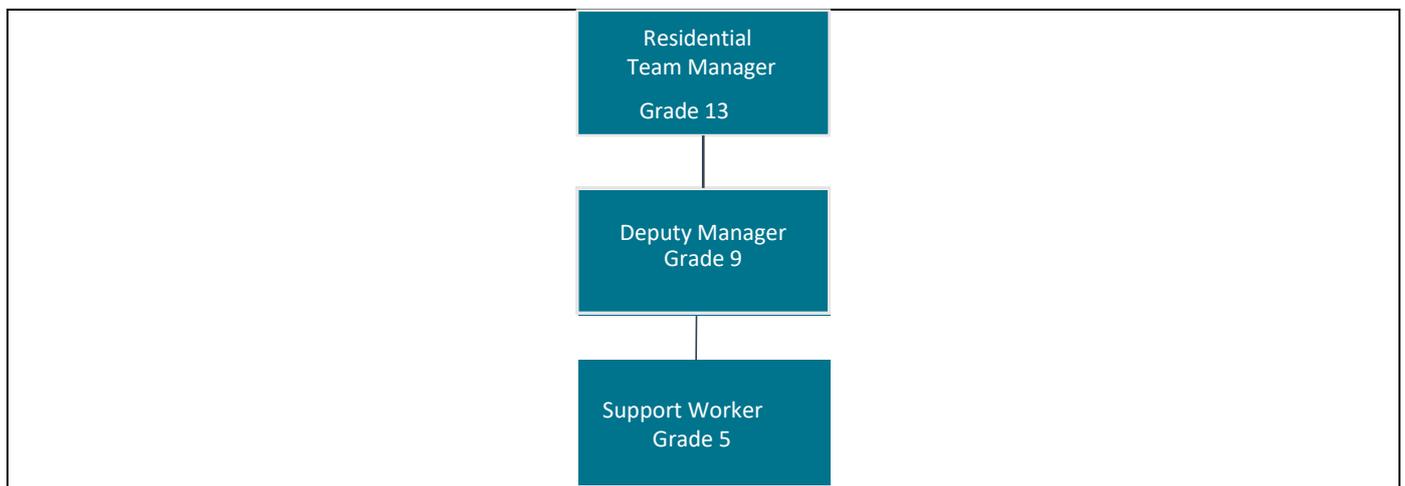
You will also ensure high standards of hygiene and cleanliness are maintained throughout the establishment.

You will be expected to carry out your duties in line with the Council's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, statement of particulars, induction, ongoing performance management and development and through Council communications.

As part of your wider duties and responsibilities you are required to promote and actively support the Council's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting them from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. Safeguarding relates to everyone who may be vulnerable, not just the very old and the very young. Please refer to the Employment page, 'More about working for Kirklees Council' on the Kirklees website. Please click here to read our safeguarding policy.

- High quality residential and day care services are provided for service users.
- Residential services provided exceed minimum CQC quality and safety standards.
- Investment is made in the training and development of staff to enable them to carry out the job effectively and efficiently.
- Effective working relationships are developed and maintained with partner agencies to ensure the highest standards in service delivery.
- Service resources are managed within set financial parameters.
- Services are monitored and reviewed, and modifications are implemented.
- Care packages are developed to meet the individual needs of service users.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
Experience in a relevant care setting and awareness of current quality care practices and the care standards which are currently applied.	Essential
Evidence of having provided excellent adult social care service.	Essential
Experience of managing staff and resources including operating administrative procedures e.g. staff rotas.	Essential
Ability to demonstrate literacy skills to write reports and maintain service user records.	Essential
Commitment to undertake training and personal development to update knowledge, skills and competence.	Essential
Ability to work flexibly; working shifts including evenings, weekends, and bank holidays.	Essential
Understanding of standards governing service provision.	Essential
Awareness of, and commitment to, implementing Health and Safety requirements at work.	Essential
Knowledge of other agencies and their contribution to service delivery.	Essential
Awareness of issues and conditions pertaining to specific user group.	Essential
Ability to make appropriate decisions and take responsibility for the establishment in the absence of the Manager.	Essential
Ability to co-ordinate the preparation, implementation and review of Support Programmes which provide appropriate support for service users.	Essential
An understanding of good infection prevention practice (including cleanliness) to ensure that people who use health and social care services receive safe and effective care.	Essential
You will be working with service users who may have restricted mobility and/or challenging behaviour. Following an offer of appointment, you will be required to undertake a standard medical screening and any other medical screening as determined by the Occupational Health Unit appropriate to occupational risk.	Essential
Willingness to undertake an enhanced Disclosure and Barring Service check. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential
Must comply with all legislation, regulations or guidance from the government and CQC in relation to your role including any vaccination requirements.	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#). DBS check at the appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Office Use Only:

Job Category	Adults & Health	Grading ID	
Job ID	80101450	Last Updated	November
Job Focus	No	Career Progression	No

Contractual Variants

DBS Category	Children & Adults	DBS Type	Enhanced
Health Check	Yes	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No

Checked by HR