

Job Profile

Job Title	Deputy Manager (Specialist Services)
Reports to (job title)	Clinical Registered Manager
Job Reference No.	TfC006

The job in a **nutshell...**

As deputy to the Clinical Registered Manager you will act as a compassionate and knowledgeable leader ensuring the delivery of a high quality, safe, cost-effective and person centred service in line with CQC Fundamental Standard regulatory requirements.

You will lead a care and support team who will deliver a service to a small group of customers with complex needs. You will lead the support team to improve customers' quality of life and maximise independence as well as making it a great place to work.

You will deputise for the manager to maintain highest levels of customer safety and support integration back into a community environment.

What **success** will look like...

Well-Led: You will support the service with implementation and development of all performance indicators, essential standards, and quality outcomes, keep abreast of relevant news from regulators, legislators and updates from the wider health and social care sector and ensure these are effectively and appropriately communicated with staff.

Through brilliant leadership skills you will leads a support team to provide efficient and effective person centred and strengths-based services to customers with complex needs. The support team will work closely with clinical colleagues and you will ensure they have the knowledge and skills to deliver interventions agreed by the whole team.

Safe: You will deputise for the Clinical Registered Manager who is the Designated Person for Safeguarding within the service. In their absence you will ensure that adequate arrangements are in place to ensure their team have the necessary information, training and supervision to provide effective safeguarding for adults at risk of abuse or neglect and children and young people who come into contact with the service.

Safe staffing levels are key to customer safety and you will be responsible for allocating resources according to customer needs and contract, managing rotas and enabling colleagues to have appropriate leave.

To deliver the best quality of life and independence to our customers we use Positive Behaviour Support as fundamental to our approach. Working closely with the team you will contribute to plans that deliver a reduction of restrictive interventions as a key outcome for customers and the service.

Effective: The service will deliver great outcomes for customers and to achieve this you will ensure support is co-ordinated, effective and care provided is person centred and effectively documented in support files.

A key activity is to monitor quality and provide the Clinical Registered Manager with evidence that the service meets and exceeds the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission Guidance (Fundamental Standard Regulations).

You will conduct quality conversations with the support team to identify development needs, discussing pre-learning expectations and having post learning discussions to encourage effective transferring of learning (knowledge and skills) to the workplace.

Individual and team performance will be managed by you, setting effective objectives, assesses competency areas and meeting regularly in line with HRD processes.

Caring: Enabling the customer to be at the centre of the support is key and you will ensure colleagues deliver their activities in a caring, compassionate manner facilitating involvement of the customer and their family.

Through your leadership the team will support customers to communicate and express their views and be actively involved in making decisions about their care, treatment and support.

You will monitor the quality of support work, support planning and risk assessment so all customers receive excellent support aligned to their aspirations.

Responsive: You will work with your team to create an environment that is responsive to customer's needs and respect for diversity e.g. feedback is acted upon, independence is promoted and staffing levels are appropriate for service need.

Communication between your support team and the clinical members of the team is crucial to ensure support is responsive to customers fluctuating needs. Your leadership will facilitate excellent two-way communication and appropriate reporting of concerns to the clinical team.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable skills	Technical qualifications, experience and knowledge
<ul style="list-style-type: none">•We have a win-win mentality<ul style="list-style-type: none">•Takes ownership of joint issues and sees them through to resolution.•Thinks holistically, who else will this decision impact and what are the benefits for them?•Reaches for the sky, is positive and solutions focused.•We unleash the potential of others<ul style="list-style-type: none">•Supports others to be the best they can be.•Actively listens to understand others strengths, development areas and interests.•Provides praise and feedback which helps others to develop.•We know how the world works and our place in it<ul style="list-style-type: none">•Takes ownership for understanding the external influences on Home Group and how our competitors are doing.•Understands the direction we are taking and explains the reasons behind the key decisions.•Understands our current challenges and asks, "what does this mean for me and those I work with?"•Takes responsibility for making sure your knowledge is up to date. Reads and listens to updates about our sector and internal communications.•We get where our customers are in their lives<ul style="list-style-type: none">•Advocates for our customers regardless of who they are.•Understands how your role makes a difference to our customers.•Recognises each customer is different and adopts a flexible, personal approach.	<ul style="list-style-type: none">•Experience of delivering support to people with complex presentations (such as a Learning Disability, Autistic Spectrum Disorder, mental health problems and trauma) OR holds a relevant professional qualification e.g. Level 5 in Health & Social care or equivalent.•Has a good understanding of relevant regulatory policies and procedures, including CQC regulations.•Evidence of delivering safe staffing<ul style="list-style-type: none">•Able to set colleagues up for success in their roles, including effective induction, meeting Care Certificate standards for knowledge and competence and ensuring completion/monitoring of this.•Ability to make decisions relating to resourcing/staffing needs, ensuring service standards are maintained.•Skilled at leading, line, and performance managing a team in a registered care or health setting.•Proactive approach to operational and people-related issues, taking ownership and accountability.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

- Delivering support within Positive Behaviour Support and Active Support frameworks

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That's when it hits home
www.homegroup.org.uk/careers

- Hold a Clinical qualification or have clinical experience.
- Experience of recruiting and selecting high quality and capable colleagues to perform customer-facing roles.

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

You'll be a budget holder? No ☒ Yes ☐

You'll manage people? No ☐ Yes ☒ ... around 8 direct reports

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☐ Regular ☐ Frequent ☒



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