

Building homes,
independence
and aspirations



Job Profile

Job Title	Deputy Manager (CQC Service)
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 support the Registered Manager lead a care and support team who will deliver a good quality care service to a range of customer groups including Older People, Learning Disabilities, Mental Health and Complex Needs, depending what service you are based in. As managers 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...

Our services are **well-led** through your brilliant leadership skills to ensure an inclusive and positive culture of continuous learning and improvement. You'll do this by keeping colleagues abreast of performance indicators, relevant news from the regulator and wider health and social care sector; ensuring teams provide efficient and effective person-centred and strengths-based services to customers with complex needs working closely with clinical colleagues; and using information about outcomes, performance and risk to improve care

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.

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Safe staffing levels are key to customer safety and you will take ownership of 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 LIFE support model focusing on what is important to our customers. Working closely with the team you will ensure customers have the appropriate assessments, support and safety plans in place focusing on key outcomes for the customer. Where you are based in our Complex Care services Positive Behaviour Support is our fundamental approach.

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).

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. You will support customers to 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, internal clinical team, where appropriate, external professionals and people important to our customers is crucial to ensure support is responsive to fluctuating needs.

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

Transferable skills

- **We have a win-win mentality**
 - 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**
 - 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**
 - 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**
 - 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.

Technical qualifications, experience and knowledge

- **Experience of delivering care and support to people** (such as a Learning Disability, Autistic Spectrum Disorder, mental health problems and Older People) **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**
 - 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.

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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
- Hold a Level 3 Health and Social Care and be committed to working towards Level 5 Leadership in Health and Social Care 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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