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Deputy Manager Job Description and Person Specification

The Thomas More Project is a charity supporting people with learning disabilities to live the life they choose and to flourish. We are committed to providing the best possible support and to improving and developing our services now and in the future. We provide homes that enable people to live as independently as they can.

Our vision: People with disabilities are equally able to reach their potential as integrated members of society.

Our mission: Enabling individuals with disabilities to flourish. Supporting choice developing skills, meeting needs.

Our Values: Wellbeing, Excellence, Inclusion, Collaboration

Our homes: We provide supported living services to three individuals with learning disabilities living in our shared home. We support 11 adults with learning disabilities to live as independently as possible in our relaxed, friendly residential care home.

Our people: We value, train and develop our staff and volunteers so that we can provide the best possible support to people with learning disabilities. We provide learning and development opportunities for our small, friendly staff team and an open, honest, collaborative culture where staff can thrive.

Deputy Manager Role description

Directly Responsible for: Senior Support Workers, some support workers

Indirectly Responsible for: Support Workers, Casual/Bank Staff, Cook

Functional reports: Housekeeper, Maintenance Person

Service location: Henleaze, Bristol or at other locations as may be required.

Hours: 37.5 hrs. per week plus unpaid breaks

Pay: £27283 - £30655 per annum depending on qualification and experience.

What's in it for you?

- 30 days annual leave including bank holidays increasing to 31 days after 1 year and 32 days after 2 years
- 10 days paid sickness leave, 8 days paid discretionary leave (rolling 12-month period)
- Option to buy or sell 1 day of annual leave per annum
- Contributory pension
- Free meals when working at our care home site.
- Comprehensive induction, on-going training and development to widen your career prospects
- Plenty of free local street parking

Job summary

In this key role you will have a wide range of responsibilities across all our services. It is a great opportunity to build on your management and leadership skills, and bring your energy, skills, ideas and knowledge to support the Registered Manager to shape our present and future.

Bringing your robust knowledge of CQC requirements, you will support the Registered Manager in the delivery of outstanding levels of care to the people we support in welcoming, caring, supportive, enabling, stimulating and safe environments. You will play an active part in the leadership and development of our staff team ensuring that our well trained, competent, motivated and excited employees enables the people we support to flourish. You will support an open, honest, collaborative learning culture where staff can thrive. Proactive and ambitious, you will continually improve and develop our services, increasing sustainability and developing brand awareness.

Key responsibilities

- You will support the Registered Manager/ Service Manager to lead, inspire, support and develop your team to deliver high quality personalised services to the highest professional standards, and provide culture where staff can thrive.
- You will share our passion for putting the needs and wellbeing of the people we support first, finding new ways to enrich their lives and delivering outstanding customer care for them and their relatives focused on enabling people to flourish.
- You will deputise for the Registered Manager in their absence, managing all aspects of our home and services.
- You will support the Registered Manager/Service Manager, taking leadership roles in some areas of management of our services which could include communications, service development, effectively managing finance/ budgets.
- You will help ensure that regulatory compliance is maintained across all relevant areas
- You will create and develop strong internal and external relationships, you will play an important role in strengthening the reputation of Thomas More Project as a trusted support provider with key audiences including Local Authority and Primary Care Trust commissioners
- As part of the management team you will be part of shaping the operational direction of the service and developing and implementing service improvement plans.

Duties and responsibilities

1. Provide effective leadership

1. Provide inspiring leadership to the staff team, guiding the implementation of our vision, mission and values into operational practice.
2. Deputise for the Registered Manger in their absence
3. Accept responsibility and be accountable for day-to-day activities, provide an example for others, create an open, positive, collaborative and inclusive culture.
4. Develop effective relationships with the key stakeholders, including employees, residents and clients and their families, GP's, Community Learning Disabilities Team and our purchasers. Maintain a positive public image.
5. Support the Registered Manager to maintain excellent relationships with the Registration Authority complying with legal and statutory requirements

2. Service improvement and quality assurance

1. Support the development and implementation of plans to improve our operations, driving our service from 'good' to 'outstanding'. Gain and act on feedback including from staff, stakeholders, people we support and their families.
2. Encourage all staff to share ideas and progress on service improvement, and ensure regular communication with staff on progress.
3. Contribute to the annual business plan with measurable objectives.
4. Ensure that the policies, procedures and risk assessment are accurate, up-to-date and regularly reviewed to ensure they meet best practice requirements, national standards and the requirements of our regulator and ensure staff are trained to use these.

5. Participate in development and implementation of efficient, accurate and appropriate quality assurance, and monitoring control measures and practices.

2. Operational management

1. Manage services ensuring that they are provided at the agreed time, to the agreed specification and quality, and are consistent with individual assessments and person-centered plans and that these are reviewed at least annually.
2. Support the Registered Manager with the responsibility for health and safety, ensuring services are delivered using safe systems of work and do not endanger the health and safety or welfare of anyone who provides or receives them.
3. Regularly and frequently seek the views of people we support and their families. Act on constructive feedback received as appropriate. Ensure concerns and complaints are dealt with promptly and effectively as per policies.
4. Ensure compliance with the service specifications and CQC standards.
5. Proactively manage occupancy levels within the services, developing strategies to maximize occupancy and pricing levels.
6. Maintain all records required and complete all required reporting.
7. You may occasionally be required to work out of hours, evenings or overnight. You will be required to work alternate weekends and be part of the on-call rota.

2. Financial and resource management

1. Purchase stock and ensure budgetary control of consumable items under the guidance of the Registered Manager/ Service Manager or Finance Manager.
2. Authorise appropriate the purchase of equipment and maintenance or replacement for day to day operations within budgets
3. Contribute to the development of new services and to reports/ proposals for the purchase of new or replacement of existing equipment.
4. Contribute to financial planning/ budgeting as requested.

3. People management

1. Recruit, retain, support and develop staff and volunteers within budget ensuring staffing levels are maintained. Includes formal and informal learning and development, embedding reflective practice. Promoting the concept of lifelong learning for staff, volunteers and the people we support.
2. Implement staff development processes including appraisal, supervision and personal development plans for the staff you manage, focusing on retention.
3. Work with staff team to continue development of a culture which reflects organisation values, ensures respect, is positive, collaborative, open and honest. Identify opportunities to make this an even better place to work.
4. With the Registered Manager, manage training framework for staff
5. Influential communicator who gains the support, trust and confidence of colleagues and involves colleagues in key areas of activity and decision making.
6. Minimise interpersonal conflicts by ensuring that values, standards of behaviour and performance are understood and observed, and problems dealt with.
7. Ensure that the capacity and skill mix requirements for the service are reviewed frequently, in line with agreed levels of service and operational demands. Monitor staff usage, ensuring a close match between staff capacity available and need.
8. With the Registered Manager, lead staff recruitment ensuring people we support are involved in the process in a meaningful way, and provide equality of opportunity.
9. Delegate to team members where appropriate and review such delegation at appropriate intervals to ensure effectiveness.
10. Prioritise own work, setting and agreeing measurable objectives as appropriate. Make regular assessments of progress, ensuring that any significant delays are dealt with satisfactorily.

4. Information management

1. Take a leadership role, with colleagues, to improve our communications internally and externally.
2. Act as an ambassador to represent the heart and face of the organisation to key decision-makers building a sound reputation within the local community and ensuring our services are 'services of choice' and working towards excellence.
3. Ensure compliance with information management regulations including working with colleagues to comply with new General Data Protection Regulations.
4. Chair meetings such as team meetings and care reviews. Conducting them in a manner which promotes involvement, understanding and achievement of objectives.
5. Ensure that Tenancy Agreements or License Agreements are properly maintained.
6. Ensure that financial records relating to service user monies and petty cash are monitored and administered effectively in line with Project policy.

This Job Description aims to provide the post-holder with an accurate and concise summary of the Job and its main duties and responsibilities. However, it is not intended to be restrictive or absolute.

Person Specification

You will be a team player, energetic and hardworking. You will be a good communicator and influencer. You will have a positive outlook and a sense of humour - a 'glass half full rather than half empty'. You will be proud to hold responsibility for the wellbeing of the people we support and our team's professional development. You will be passionate about offering the best possible services.

Qualifications/ Education/ Knowledge

- Diploma in Leadership for Health and Social Care Level 5, or equivalent management qualification, or the ability to achieve this within 12 months.
- Knowledge of and ability to apply relevant legislation and guidance including the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, Care Quality Commission (Registration) Regulations 2009 and the Care Act 2014 and the Health and Social Care (Safety and Quality) Act 2015
- Good working knowledge of legislation, guidance and best practice relating to working with people with learning disabilities.
- Comprehensive knowledge of CQC and other regulatory bodies
- Thorough knowledge of health and safety management, MCA and DoLS and safeguarding
- Understanding of welfare and benefits system

Skills

- Demonstrate a sensitive, supportive and personalized approach to the people we support, maintaining their dignity and self-respect at all times
- An effective communicator with an influential style, both written and verbal.
- Strong partnership skills and able to develop excellent relationships internally and externally
- Able to innovate, network and collaborate to progress the organisation and seize opportunities
- Advocacy and negotiation skills to secure the best possible support contracts.
- Excellent skills in managing and prioritising time and resources
- Demonstrated ability to support and guide staff including to supporting them to plan services and report progress. Coaching skills desirable
- Ability to use Microsoft Office and bespoke organisational IT systems
- Working practice that incorporates equality, diversity and inclusion principles at all times
- Ability to respond professionally, flexibly, calmly and quickly in a crisis
- Skilled in assessment, support planning, recording and report writing, and in directing case management
- Calm, patient, level headed, kind, caring, compassionate.
- Effective and efficient rota design and management

Experience

- Experience of working with adults with learning disabilities, ideally also with people with complex needs and of communicating effectively with them and their families.
- Substantial knowledge and experience of managing a range of services for people with learning disabilities.
- Experience of working in care homes and ensuring high quality, CQC compliant services.
- Assessment and care planning for supported people
- Experienced in leading and developing your staff team in a social care environment: Supervision, appraisal, personal development planning, recruitment, retention, formal HR processes
- Actively managing performance and maintaining high standards at all times
- Ensuring effective team communications
- Leading and motivating a team to achieve best practice
- Continuous development of the team and service, identifying training needs and coaching staff.
- Seeing organisations through periods of change management
- Financial monitoring and budget management experience desirable
- Reviewing and development of policies and procedures

Other

- You must also be a car owner with a full driving license willing and able to insure and use it for business purposes.
- You must be able to work within the vision, mission, values, policies and practices of the organisation