

Our Values:

- S**upport and listen
- U**se an open, honest culture
- P**ut you at the heart of our service
- E**nsure you feel safe
- R**espect your life choices
- B**e kind and compassionate



Job Title:	Deputy Manager (Residential)
Salary:	£36,232 per annum
Reporting to:	Home Manager
Hours of work:	Up to 37 hours per week, working alternate weekends, some bank holidays and evenings as required to meet service needs.

Job Purpose

To deliver empathetic and high-quality personal care in a personal-centric and respectful way maintaining dignity and promoting independence. Provide emotional and physical support in a residential setting showing compassion, patience and empathy in all tasks.

Main Duties and Responsibilities

- Ensure your team provide all aspects of care in line with residents' care plans whilst encouraging them to retain their independence to carry out tasks themselves wherever possible. Review and audit care plans to ensure they meet the needs of the residents.
- Lead by example, working alongside your team promoting best practice. Understand your teams' weaknesses and strengths and promote continual improvement by guiding and developing them.
- Work with the Shift Leaders to manage staff deployment within the home, effectively time manage and plan each shift, communicate clearly with your team and manage the staff rota and allocate staff to suit the needs of the home.
- Oversee the records your team complete and ensure that you or designated members of your team deliver clear and informative handovers to the incoming team.
- Administer, order, and book in medication and assess others in medication administration.
- Manage risks and emergency procedures, reporting hazards and ensuring that the wider care team are aware.
- Liaise with external agencies regarding care provision, ensuring the care team follow the advice given.
- Build relationships with residents, relatives, and advocates to ensure that residents' needs are known and understood.

General

- Work effectively in your team, sharing knowledge and best practice
- Comply with company policies and procedures and ensure up to date knowledge
- Practice responsible safeguarding, raising awareness of risks and hazards
- Keep accurate records and Maintain confidentiality.
- Promote anti-discriminatory behaviour, being culturally sensitive about personal characteristics.
- Responsible for undertaking security checks and to ensure the safety of the building at night.
- Undertake secondary on call for the home and work unsociable hours that include working some bank holidays, evenings, and every other weekend.

Head Office Address: Allison House, Oxon Business Park, Bicton Heath, Shrewsbury, SY3 5HJ
Telephone: 01743 283200 Contact email: enquiry@coveragecareservices.co.uk

The duties and responsibilities in this job description are not exhaustive but represent the type of work required. The postholder will be required to undertake other duties appropriate and consistent with the purpose of the job.

Person Specification

Selection Criteria A = Application Form, I = Interview, T = Test or Case Study, P = Practical Exercise or assessment	Essential (E) or Desirable (D) Criteria	Assessment Method (A, I, T, D)
Attributes / Skills:		
1. Effective communication	E	A, I
2. Understand how to care for older people	E	A, I
3. Ability to build meaningful relationships whilst maintaining professional boundaries	E	I
4. Punctuality and reliability	E	I
5. Lead by example delivering care and compassion	E	I
6. Have a patience & empathic approach	E	I
7. Ability to work in a fast passed environment	E	I
8. Ability to review and make decisions at speed	E	I
9. Willingness to participate in training sessions as required	E	I
10. A reasonable level of fitness	E	P
11. Commitment to Equality, diversity, and inclusion	E	A, I
12. Clear understanding of confidentiality	E	A, I
13. Able to deliver excellent customer service	E	A, I
14. Confident in using standard IT packages for recording data and researching information	E	A, I
Experience:		
1. Experience in a social care environment, with the elderly and with people with dementia	E	A, I
2. Experience of working with older people	E	A, I
3. Experience of managing others and teams	E	A, I
4. Experience of administering medicines	E	A, I
5. Understanding of safeguarding adults at risk	E	A, I
Qualifications / Training:		
1. Level 3 diploma in health and social care or equivalent	E	A
2. Level 5 diploma in health and social care or willing to work towards this.	D	A
3. Leadership qualification or proven training record	E	A
4. Risk assessment	D	A
5. First Aid	D	A
6. Dementia awareness	D	A, I
7. Health and Safety, e.g., moving and handling	D	A, I
8. The post holder must hold a clean driving licence and access to a vehicle during working hours	E	I

This Job Description and Person Specification are revised periodically and amended as necessary to ensure that the content reflects the needs of the service.

I acknowledge the receipt of the above job description:

NAME: _____

SIGNATURE: _____

DATE: _____