JOB DESCRIPTION

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| **JOB TITLE**  **RESPONSIBLE TO**  **HOURS OF WORK** | **: DEPUTY MANAGER**  **: MANAGER / SGNM/GNM/DIRECTORS**  **: 40** |

This description gives an over view of the post, the key responsibilities and the context within which the post is offered. It is not intended to be an exhaustive description of the post.

**Qualifications and Experience**

It is essential that the post holder is either a registered nurse, or holds an SVQ Level 4 in Social Services and Healthcare (or equivalent). If not a registered nurse, a minimum of SVQ Level 3 in Social Care and a willingness and ability to successfully complete an SVQ Level 4 in Social Services and Healthcare are essential.

Where the Home Manager is not a registered nurse, an NMC registration in an appropriate discipline is required at deputy level i.e. one of the management team must be a registered nurse.

Applicants should have at least one year’s experience at staff nurse or team leader level within a care home or similar setting.

Good communication and demonstrable leadership skills are essential.

The Deputy Manager must have a good knowledge of dementia and an awareness of the Health and Social Care Standards.

A knowledge of the financial structures of the private sector and experience in the application of employment law are desirable.

The Deputy Manager must be a car driver.

## Company Background and Values

The Randolph Hill Group operates nursing homes offering long and short-term care to those with particular medical needs, especially frail elderly people. The Company is committed to providing high quality care in safe and homely environments, and to supporting the development of skilled and compassionate staff teams. Each Home’s philosophy is to provide competent, skilled and empathetic individual care.

The Company is committed to future development and ongoing improvement. Therefore each unit must operate on a professional business basis, maintaining budgeted profit margins.

## Job Purpose

To support the Home Manager in providing leadership and management to the staff team in the home.

To assist the manager in operating an economically viable unit to the highest possible standards within company budgets.

To deputise for the manager and assist in the complete running of the home.

To represent the company and the home in a positive way in all engagements with external agencies.

To provide a positive role model for all staff working in the home.

To project a professional approach to the care of the residents, setting high standards in all aspects of work and appearance.

To adhere to the NMC/SSSC code of conduct.

To maintain a safe, healthy, happy environment for residents.

To lead the staff team in a positive approach to resident participation.

To treat colleagues with respect and ensure teamwork is good.

## Main Duties and responsibilities

The deputy assists the manager to:

* implement good management practices. This may entail an overview in the

home at weekends, evenings and nights, both through planned off duty, or in response to particular situations or concerns.

* achieve and maintain high standards of health care and housekeeping within company policies and the Health and Social Care Standards.
* manage the deployment of staff to achieve safe and effective skill mix and staff numbers, whilst managing cost.
* employ, train and develop staff at all levels, and to monitor progress. This will at times involve working in a ‘hands on’ capacity.
* provide clinical governance to nurses working in the home (where the Deputy Manager is a registered nurse).
* assess clinical needs of residents and support staff to identify where escalation is needed.
* monitor resident nursing and personal plans, and assist named nurses in care planning if required.
* work closely with personnel from various agencies to maximise co-operation in the care of residents
* operate at all times in a professional business manner, respecting confidentiality and leading by example
* maintain complete, detailed and accurate written records.
* complete required documents and information for Head Office timeously and

accurately

* in the Manager's absence, keep in frequent contact with the Group Nurse Manager, Senior Group Nurse Manager and Directors.

The deputy assists the manager **in :**

* Control of Expenditure:

1. Ensuring staff numbers are at acceptable levels, and motivating and training staff;
2. Monitoring kitchen costs;
3. Monitoring cleaning and maintenance costs;
4. Monitoring heating and lighting to minimise waste

* Monitoring of standards throughout the Home through formal quality assurance methods and informal observation.
* Delivering staff training, and holding meetings to ensure that staff are aware of changes and kept up to date with company information.
* Appointing suitable staff to vacant positions
* Identifying and implementing methods of improvement in all areas
* Ensuring compliance with all company policies and practices.
* Ensuring the Home complies with all regulatory and statutory obligations.
* Maintaining good working relationships with relevant personnel.
* Achieving and maintaining highest possible occupancy.
* Promoting and showing loyalty to the company at all times.

## Communications and Working Relationships

In the Home Manager’s absence, the Deputy Manager must:

* liaise with all relevant agencies, to maintain good communication, gain co-operation and enhance the Home’s reputation.
* keep regular contact with immediate supervisors and relay any problems or concerns.
* report any complaints immediately to Group Nursing Manager, Senior Group Nurse Manager, and/or Directors.

**Please sign, print your name and date below to indicate your acceptance of this job description**

**Signature of Staff Member \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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