

Deputy Manager

We are looking for a full-time Deputy Manager to work alongside the registered manager. This will. You will have the opportunity to shape our services and be supported in your job role.

The Role

- Job Types: Full Time
- Pay: up to £26200PA
- Location: Southmead BS10.
- Hours: 40hrs/week.

Requirements:

The right candidate will have a commitment to their role to supervise and ensure service is safe, responsive, effective, caring and well led

Be prepared to go above and beyond to support the service, the manager, and clients

The successful Deputy Manager will assume manager responsibilities in the absence of the Manager when required.

In addition to the usual requirements the ideal candidate will:

- Have an NVQ HSC level 3 or higher.
- Current management OR team leadership experience.
- IT Skills .
- Driver with a vehicle
- Have excellent oral and written skills to communicate with the residents
- Take on additional responsibilities as required by the Manager and be available to support staff.

Service delivery

- Overall, in charge of the roster, ensuring all runs and shifts are covered
- Supervise care co-ordinators carry out their duties effectively assessing new clients and creating
- Training staff and supervising quality of care plans written by staff
- Monitoring staff's quality of documentation and practice with clients in line with policies and procedures
- Following up incidents recorded by staff and liaise with line manager about raising of safeguarding incidents
- Reviewing care plans with clients and their carers
- Attending to complaints and all communication from clients and their carers
- Communication with brokers, social workers about clients
- Manage on call and take turns to be on call to support staff when needed

Managing people

- Carrying out staff interviews, liaise with director on appointment
- Conducting induction of new staff and on-going training staff in their job roles

- Signing off staff on probation
- Carrying out regular supervision of all staff
- Managing staff attendance, absence- sickness, holiday including disciplinary procedures
- Planning and conducting team building activities with teams and staff
- Holding team meetings with staff and implement any changes
- Monitor and supervise job performance by office and with clients in the community
- Implementing any changes with staff as cascaded by the director

Quality assurance

- Having oversight of all departments
- Working across the service holding departmental meetings and bring any issues to the attention of your line manager.
- Carrying out capacity assessments as needed
- Carrying out spot check on spot checkers to maintain standards
- Reviewing incidents and raising safeguarding referrals with your line manager
- Working in multiagency settings to manage safeguarding meetings and represent the services responsibility and reputation
- Investigating complaints, liaising with line manager and communicate findings to people
- Producing audit reports and liaise with line manager and compliance officer
- Support HR, Contract, regulatory, health, and safety compliance issues
- Liaise with compliance officer in updating and managing risk register
- Complying performance reports for line manager
- Carrying out feedback surveys with families and clients
- Maintaining client data base and robustness of documentation
- Ensuring budgets are monitored and maintained
- Maintaining business performance and reputation

Leadership

Readiness to cover registered manager

Readiness to take on more senior roles