



Deputy Manager –Care & Support	
Department: Care & Support	Reports to: Team Manager or Area Manager
Direct Reports: n/a/TBC	
<p>Main purpose of the Job</p> <ul style="list-style-type: none"> To engage, enable and empower our customers to support them to live the life they choose Understand what's important to the people we support by engaging, enabling and empowering them to have a good quality of life, and developing this understanding in the staff teams you manage <p>Responsibilities/ Summary of Role</p> <ul style="list-style-type: none"> Provide direct day to day management of one service (or a group of small services) Organise staff rota and activities linked to contractual requirement and customer wishes. Develop and grow the skills of a staff team/s providing training mentoring and performance management. Spend at least 50% of working hours delivering care and support services focussing on carrying out complex assessments, care plan reviews, customer related meetings and mentoring, assessing and developing staff's skills. To work weekends, evenings and bank holidays as required by the service. <p>OVERVIEW OF ROLE</p> <ul style="list-style-type: none"> To work in 1-2 services depending upon size providing day to day operational management. At least 50% of the hours working directly with customers. To work hours required by the service to include regular weekends and evenings. To provide emergency on call services as part of a senior rota. <p>Additional for ASC Deputy Managers</p> <ul style="list-style-type: none"> To support the team manager in embedding principles of PBS in services To contribute to the production and monitoring of PBS plans in collaboration with the PBS lead To support the team manager in regularly reviewing and monitoring the effectiveness of PBS plans, including incidents and any changes in behaviour Work in partnership with the multidisciplinary team to deliver person centred support <p>Putting Customers First</p> <ul style="list-style-type: none"> Uphold the rights of customers to be involved at all levels of decision making. Holding minuted monthly service user meetings in each service. Ensure services are planned and delivered in a way that meets their needs. Consult with customers regarding planning and delivery of services to include: support planning, recruiting and appraising staff, training, rota and activity planning. Support customers to attend forums and focus groups. <p>Financial and contractual responsibility</p> <ul style="list-style-type: none"> Plan and deliver services within the budgeted income and expenditure. Report any difficulties recovering income or delivering services to line manager. Follow financial regulations, policies and procedures at all times. To include purchasing all goods and services (including agency staffing) Support customers to manage their finances appropriately where required. 	

- To raise any concerns about the safety of a customers finances to a line manager. (to include concerns about financial abuse from others)
- The day to day delivery of care and support in accordance with contract requirements.
- Raise awareness of line manager where delivery varies significantly from contractual agreement.
- Recording delivery against contract as agreed in performance indicators.

Staff management

- Undertake supervision, probations, inductions and appraisal of staff within the teams you manage.
- Provide a robust induction to new staff to include regular 1:1 mentoring, coaching and modelling best practice
- Follow induction procedure setting and reporting on objectives.
- Work as directed by the Team Manager to recruit to vacant posts in a timely/ cost effective way.
- Ensure staff are given time to participate in training.
- Work alongside front line staff to asses skills and attitude and modelling best practice
- Provide advice, support/mentoring
- To ensure staff provide person centred support and work in partnership with the person and their family
- Carry out competency assessments, including support worker competency checklist for PBS support as required (to be conducted by coaches with the management of the service)
- To promote and encourage reflective practice approach within the teams you manage, providing regular opportunities for reflective practice
- To offer debriefing opportunities to staff following serious incidents
- Promote a culture of learning and reflection following incidents and challenges
- Understand and implement the principles of a capable environment that meets the complex needs of the people we support who have behaviours of concerns

Service Delivery

- Provide operational management for the day to day delivery of services within a defined service or services
- Prepare for and participate in internal and external quality audits
- Monitor customer support plans/PBS plans to ensure that support provided is based on what's important to the person
- Ensure all risk assessments are up to date and available to everyone working with the customer.
- Plan and monitor staffing rotas for service/s following contractual, legal and health and safety guidelines.
- Hold regular meetings with customers to ensure the rota and pattern of working is meeting their needs.
- Ensure all staff understand the processes in place for recording and monitoring quality and performance
- Responsible in ensuring all service information is of a good quality, completed and up to date
- Discuss quality and timeliness of recording data as part of regular 1-2-1 supervisions with all staff.
- Hold regular staff meetings
- Ensure all staff understand and follow guidance for key working and reporting.
- Responsible for ensuring front line staff having the skills and equipment required to key work.
- Provide an average of at least 50% of hours working to provide support, assessment and review of care planning and risk for customers.
- Provide hands on day to day care and support as required including regular weekends and evenings and some nights where the service has a high provision.
- Ensure all staff delivering personal care is appropriately skilled and trained.
- To provide day to day observation and assessment of the performance of the staff team, working alongside individuals to ensure they are following guidelines appropriately. Monitoring and recording of quality and performance data.

- **Additional Responsibilities.**
- To deputise for Team Managers as required for an interim period of time as requested.
- To provide mentoring/ advice and support for new managers across Outward.
- To provide advice and support to the people we support and the staff team as appropriate
- To work in a co—operative way at all times with other departments and external agencies
- -To act as an ambassador for Outward at all times.
- -To treat customers with dignity and respect at all times putting their needs at the forefront of all decision making.
- -Follow the code of conduct at all times.
- Read and follow policies' and procedures
- -Take personal responsibility for the safety of self and others at all times.
- -To work responsibly and appropriately with due regard to confidentiality, commercially sensitive information.
- -To comply with all legal and regulatory responsibilities
- Produce high quality reports relating to individual customers to include support plan assessments, risk assessments and detailed support information.
- Produce information and data reports to assist with inspection and audits.
- Understand budget statements and policy documents.
- Take all reasonable measures to follow all Health and Safety policies and procedures and appropriate legislation as applicable to the role.
- Responsible for informing line manager where there is a health and safety concern.
- To take all possible measures to keep customers safe respond appropriately to risk and report on safeguarding, accidents and incidents as per policy and procedures.
- Liaise with HM/Landlord/colleagues, lead on and have main oversight of sign up process, referrals and assessments, following up in-action.
- Promote, market and attend void forums and develop/work in collaboration to develop tools to minimise void turnaround times.
- This job description is not an exhaustive list. You are expected to undertake any other duties as may be reasonably requested of you by your line manager.

PERSON SPECIFICATION		
Essential*requirements	Desirable	Assessment
Experience, Knowledge and understanding		
Considerable evidence of working for at least 3 years with adults in an outreach, residential or supported living setting including carrying out initial referral assessments, with experience working with people with complex needs and behaviours of concern		A
Good written standard of verbal and written communication skills/report writing		A/T
Evidence of staff/team management on a regular basis (including recruitment, L&D, staff performance)		A
Budget management setting including monitoring, recording and reporting		I/T
Experience of successful change implementation		I
Ability to monitor and manage agency staff spend		A
Full understanding of the principles and practices of safeguarding adults at risk		I

Experience of working in partnership with other agencies including Local Authorities		I
Understanding of and commitment to equal opportunities in service planning, delivery and employment		A/I
Understanding the importance of confidentiality and data protection		
	Experience of implementing improvements to paperwork and procedures	
	Experience of driving in new business into organisations and to ensure this is managed and monitored appropriately	
	Experience of managing a service which has achieved good or excellent rating under CSCI	
Technical and Practical Skills		
Application of policy into practice		
Ability to analyse data (essential)		
	Ability to develop collaborative partnerships to promote joint working, best practice and consistency of service delivery	
Ability to prioritise work in an environment which may have conflicting pressures and demands		
Understanding of leadership and staff motivation. Ability to implement this knowledge in role.		
Understanding of Health and Safety legislation in relation to service provision		
	Experience of planning, monitoring and evaluating.	
Customer Service and Quality Focus		
Ability to deal with serious concerns such as SOVA's.		
Ability to represent Outward to key partners and external agencies at meetings and forums		
A commitment to working in an anti-discriminatory way with adults at risk and staff and hold a positive view of people with learning disabilities		
A commitment to promote choice, and to empower adults at risk to have control over their own lives, irrespective of their needs or disability		
	Experience of auditing standards and quality assurance systems and experience of providing support and advice where performance is of concern	
Personal Attributes		
To be an ambassador for Outward and act as a champion for core areas of the business		
Positive can-do and proactive attitude		
Active listening skills		
Results orientated		
To show creative thinking, using initiative and finding practical solutions to problems		

Promote the health, safety and wellbeing of adults at risk and staff	
Ability to remain calm and show leadership when under pressure	
Commitment to developing self and others by sharing knowledge/expertise and keeping abreast of industry changes	
<p>* As an employer, who aspire to become Disability Confident Committed, we aim to ensure that a fair and proportionate number of disabled applicants that meet the minimum criteria for this position will be offered an interview. Please indicate clearly at the beginning of your supporting statement if you have a disability (as defined by the Equality Act 2010), and you wish to be considered for an Offer Of an Interview (OOI)? Please note that the OOI is available to disabled candidates only. Regrettably, any false declaration of disability in order to secure an interview will impact on your overall application</p>	

Our values	
Engaging <i>We listen to what people say, we involve people, we are honest and open</i>	We act responsibly We appreciate and respect individuals We are welcoming and inclusive
Enabling <i>We facilitate, we assist and we support to make things happen</i>	We are committed, passionate and hard working We support to people make informed choices We build upon excellence
Empowering <i>We inspire and we encourage, supporting people to take control</i>	We are flexible and creative We learn, question, challenge and reflect
Safeguarding statement	
Outward is committed to safeguarding and promoting the welfare of adults at risk and expects all staff to share this commitment. If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates. This will be fully subsidised by Outward.	