

## **JOB DESCRIPTION, ROLE SUMMARY AND PERSON SPECIFICATION**

**Section:** Supported living  
**Role Title:** Deputy Manager- Full Time  
**Responsible to:** The Head of Service

### **Role Summary:**

To support the Head of service/Registered Manager in the daily management and development of the supported living service and deputise for the Head of service during his/her absence.

### **Principle Duties**

1. To support the Supported Living Service Team Leaders ensure high quality care and support is delivered to the people we support with particular regard for individual needs.
2. Be available to support individual teams in the absence of their Team Leader.
3. Take an active role in staff development and training within both the Supported Living service and other departments as required through delivering in-house workshops, induction and mentoring focusing on upskilling staff and evolving work practice.
4. Undertake regular auditing and monitoring ensuring the service remains compliant in all areas.
5. Have an oversight on the supported living rotas and check that we are complainant with the needs of the service.
6. Undertake on-call duties in order to ensure 24 hour care management team cover across the Trust.
7. Promote and maintain good channels of communication amongst the teams and between people we support and staff.
8. Attend and contribute to external forums and liaise professionally with others including with families and other agencies in a professional manner, promoting a positive profile of Minstead Trust and Learning Disabilities.
9. Undertake other duties as required by the Head of service, providing they are appropriate to the position.

### **Additional Role Expectations:**

- Work effectively as part of a team demonstrating both tact and diplomacy
- Deal with difficult or distressing situations in a calm, sensitive and sympathetic manner
- Awareness of the need for strict confidentiality in carrying out duties
- Willingness to undertake Level 5 Diploma in Health and Social Care.
- Carry out duties usually designated to Team Leaders and Support Workers to ensure the effective management of the service and wellbeing of the people we support.
- On occasions be prepared to work at other locations/services as required by the Trust.
- Contribute to the management and leadership of Minstead Trust.

**PERSON SPECIFICATION**

**SKILLS / QUALITIES REQUIRED**

| <b>Professional / Managerial</b>  | <b>Essential</b> | <b>Desirable</b> |
|---|------------------|------------------|
| Minimum of three years' experience in health and social care sector                         | YES              |                  |
| Experience working with adults with learning disabilities                                   |                  | YES              |
| Relevant health and social care qualification e.g. L3 Diploma                               | YES              |                  |
| Willing to work towards Level 5 Diploma (health and social care)                            | YES              |                  |
| Experience in auditing and compliance   | YES              |                  |
| Ability to arrange and manage staff duty schedules and rotas                                | YES              |                  |
|   | <b>Essential</b> | <b>Desirable</b> |
| Ability to manage own work load   | YES              |                  |
| Ability to professionally communicate in writing and verbally                               | YES              |                  |
| Experience of staff supervision   | YES              |                  |
| Have held a managerial position   |                  | YES              |
| Commitment to undertaking further training  | YES              |                  |
| <b>Care Practice</b>  |                  |                  |
| Working knowledge of Care Standards and CQC Key lines of enquiry                            | YES              |                  |
| Knowledge and understanding of learning disabilities and challenging behaviour              | YES              |                  |
| Experience of caring for people with learning disabilities and challenging behaviour        | YES              |                  |
| A commitment to people with learning disabilities having a quality of life in the community | YES              |                  |
| Knowledge of Person Centred Planning  | YES              |                  |
| Experience of operating key working system  | YES              |                  |
| Capacity to undertake 24 hour emergency call-out duty by rota as required                   | YES              |                  |
| Knowledge of Supported living   | YES              |                  |
| Knowledge of Health & Medical care practices  | YES              |                  |
| Ability to promote good care practice   | YES              |                  |
| <b>Legislation</b>  |                  |                  |
| Knowledge of Health & Safety practice   | YES              |                  |
| Knowledge of Care Standards   | YES              |                  |
| Understanding of Equal Opportunities Legislation  | YES              |                  |
| Knowledge of the Mental Capacity Act and Deprivation of Liberty Safeguards & Processes      | YES              |                  |
| <b>Miscellaneous</b>  |                  |                  |
| Full Current Driving Licence & access to vehicle with business insurance                    | YES              |                  |
| Knowledge of Healthy Eating and ability to cook basic meals if required                     | YES              |                  |
| Ability to work as a team member  | YES              |                  |
| IT Literate- Ability to use Word, Outlook, Excel and PowerPoint                             | YES              |                  |

This document is a guide to the current role and person requirements for this post. Reasonable changes may be made to this document and the specific requirements of the job role from time to time in line with changing and evolving service needs.