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| **Role** | Deputy Manager, Coppelia House |
| **Location** | Coppelia House, Court Street, Moretonhampstead |
| **Reporting To** | Registered Manager, Coppelia House |
| **Hours** | 40 p/w including alternate weekends & a mix of early/late starts |

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| **Peninsula Values** |
| We are proud of our values and we expect our senior people to set the right example in exemplifying them at all times. Our values are;* **C**ommitted: Celebrate success and make life enjoyable and fun for all
* **A**mbition: Seek new ideas and strive to improve the quality of the care we provide
* **R**esponsible: Always Take ownership for what you do
* **E**mbracing: Recognise that everyone has wishes and preferences so ensure their life is always their choice.
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| **Job Purpose** |
| The Deputy Manager will work closely with the Registered Manager to provide leadership to the home team to deliver exceptional care at all times. You will ensure compliance with regulation and guidance, whilst aiming to maintain our Good CQC rating. You will be accountable for the running of the home in the manager’s absence, creating an atmosphere where residents and employees can thrive. Working as part of a team the Deputy Manager will contribute to the commercial success of our home. You will help ensure a high occupancy level and that the home exhibits a friendly and welcoming approach towards people we care for, their families, and other stakeholders. |

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| **Main Responsibilities** |
| **1** | To be accountable, alongside the RM, for delivering exceptional care at all times, fully CQC compliant and aiming for outstanding. |
| **2** | To lead, motivate, nurture, and support the development of a high performing staff team who put resident’s wellbeing at the heart of their work.  |
| **3** | To take responsibility for the smooth running of their home in the manager’s absence and to share in on-call responsibilities.  |
| **4** | To communicate effectively with team members, within the home and outside the home, and listen to their views, ensuring efficient handovers, team meetings, keeping of diaries and the communication book. |
| **5** | To comply with Peninsula Care Homes polices, the Employee Handbook, CQC regulations/guidance, Health & Safety legislation, confidentiality and cyber security. The role holder will help ensure team members under their supervision do likewise. |
| **6** | To keep accurate and up to date person centred electronic care plans and risk assessments, supporting and coaching the care team to do the same.  |
| **7** | To take responsibility for ensuring that our medication policy and procedure is strictly adhered to at all times, being accountable for medicine management when on duty.  |
| **8** | To complete all mandatory notifications, e.g. (not limited to), those concerning CQC, Safeguarding matters, DoLs, etc. |
| **9** | To support the manager in dealing with admissions/referrals, welcoming new residents, families and new colleagues |
| **10** | To liaise with professionals in the best interest of the residents, updating care plans and actioning the advice given. |
| **11** | To continuously support with the setting and monitoring of standards through regular audits, competency assessments, and other performance monitoring procedures. |
| **12** | To support the Registered Manager in the production of staff rotas, ensuring safe staffing and rota effectiveness. |
| **13** | To promote meaningful activities within the home to help ensure a happy and sociable home at all times. |
| **14** | To effectively use a number of IT systems/platforms, including MS Office, Word, Teams, electronic care plans, electronic medication administration, electronic absence management, etc.  |
| **15** | To carry out other reasonable instructions as requested by their Registered Manager and other managers employed by the company. |

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| **Person Specification** |
| **1** | Extensive recent adult care experience , with the majority of this time in a supervisory position (e.g., with formal resident/staff responsibility whilst on shift). |
| **2** | Demonstrates effective time management by planning and prioritising tasks to ensure that they are completed on time and a high standard whilst providing exceptional care.  |
| **3** | To be respectful towards people we care for, their families and colleagues, and courteous within the home at all times. |
| **4** | An individual who will continually reflects on their contribution and regularly updates their knowledge, skills, and experience. |
| **5** | A broad understanding of regulations as applicable to adult/dementia residential care. |
| **6** | Ideally hold a Lv3 Adult Social Care qualification (Lv5 preferable). |
| **7** | Good people leader, able to coach and inspire all staff in their home.  |
| **8** | An individual who recognises the importance of, and observes in practice, confidentiality, and appropriate professional boundaries. |
| **9** | Someone who recognises the importance of transparent working practice, honesty, and the Duty of Candour. |
| **10** | An individual who recognises the importance of taking care of themselves and their own health & wellbeing, as well as that of others. |

**Job Description Review**

I acknowledge that I have discussed the preceding content with my Manager and had the opportunity to clarify anything of which I am unsure. I further understand that I must follow the policies outlined in the Employee Handbook and the Health & Safety Manual.

As a result of this discussion, I understand what is required of me in this role.

**Care Home Manager Name (Print)**

**Care Home Manager Name (Signature)**

**Date**

**Managing Director Name (Print)**

**Managing Director Name (Signature)**