Role Details	
Job Title:	Nicholas House Deputy Manager
Reports to:	The Registered Manager
Job Overview: (Note - In addition to these functions, employees are required to carry out such duties as may reasonably be required)	• To positively support the Registered Manager in providing leadership to the administration, care, catering, housekeeping, laundry and maintenance functions of the service • To deputise for the function of the Registered Manager during their absence, while, at all times, supporting the decisions made by the Registered Manager • To maintain skills at a current level and undertake such training and development as may from time-to-time be required to maintain that currency of practice • To manage the service in accordance with standards agreed with the Registered Manager, the Registered Provider, legislative requirements, relevant regulations and in line with accepted best practice, and within the financial plans agreed from time-to-time with the Registered Provider
Location:	The service's premises, but you may be required to work from other locations at the discretion of the company and with appropriate notice.
Working Hours:	5 days over a 7-day period, to include some shift patterns, as agreed with the manager.
Contract Type:	6-month interim position with potential to become permanent.

Responsibilities and Duties of the Job	
Role-specific Duties:	The Deputy Manager's responsibilities include but are not limited to the following: • Ensure service users are at the heart of the care delivery and their wishes and preferences enhance their wellbeing • The efficient and effective day-to-day management of care provided through the staff team and ensuring that the required standards are maintained • Ensuring all recording systems and organisational documentation are of a high standard and kept up to date • To ensure all staff at the service receive formal supervision and appraisals • Be responsible for promoting and protecting the welfare of those individuals supported by the service

Working with Others:	• Have a good working relationship with the Care Co-ordinator in implementing good quality care to our residents and strong relationships with staff • Develop effective working relationships with all employees within the service • Work in cooperation with members of the multidisciplinary teams to maximise opportunities for people in the service
Other Duties:	Other duties and responsibilities to be undertaken may include any (or all) of the items in the following list: • Seek opportunities for personal and professional growth • Work within the relevant Code of Conduct • Occasional shift work pattern so that the deputy manager can see all staff within their shifts. • To be part of an on-call rota system
Personal and Professional Development:	• Attend statutory training and any other training as directed by management • Obtain the relevant qualifications required to work in the deputising role, e.g. management qualification commensurate with the role • QCF level 5 qualification will be supported to achieve if not held already.

Person Specification

The selections for essential and desirable have been left intentionally blank for you to determine these.

Specific Requirement for Qualifications	Essential	Desirable
Good English - written and verbal	*	
Working knowledge of leadership role	*	
Supervisory or management qualification commensurate with the role. Minimum qualification QCF/NVQ 3, 5	*	

Specific Requirement for Skills	Essential	Desirable
Proficient Written Skills		
Maintain all support plan/care records in accordance with the service's policy and audit care records following company policy to ensure compliance	*	
Problem-solving Skills		
Deputy Managers need to be able to adapt to and address situations quickly. Plan, develop, implement and assess approaches to promote health and wellbeing, whilst recognising and reporting situations where there might be a need for protection	*	
Promote the effective resolution of team conflicts	*	
Ensure there are always adequate staff with the necessary skills on duty. Taking the lead responsibility for the development of the staff rota to comply with requirements in terms of numbers and skill mix whilst adhering to a conducive home/work life balance	*	
Digital Skills		
To have a skilled knowledge of digital systems including digital care planning and documentation.	*	
Communication Skills		
To share in the coordination and chairing of staff, service user and relative meetings, as well as attending management meetings	*	
To effectively communicate to all staff the aims and objectives of the service through verbal and written and digital communication and by personal example	*	
To contribute to the provision of a programme of training and development to meet the needs of the staff team and the requirements of the service, including the ongoing evaluation of the training programme	*	

Specific Requirement for Skills	Essential	Desirable
Leadership Skills		
To share in implementing the quality assurance system and submit reports to the manager		*
To monitor, through direct observation and contact, the maintenance of daily routines and structures		*

Specific Requirement for Skills	Essential	Desirable
Disposition/Personal Attributes		
Be kind caring and passionate about delivering the best quality care to service users.	*	
Have a positive attitude towards staff wellbeing	*	

Specific Requirement for Previous Experience	Essential	Desirable
Previous experience of working in a similar environment	*	
Previous experience of working in a similar supervisory role	*	
Experience of working with service users, in particular, those that may have additional support needs	*	
Knowledge of rota planning, ensuring adequate staff on duty with the correct skill mix and fair allocation of off duty/annual leave		*

Specific Requirement for Immunisations/Vaccinations	Essential	Desirable

Values-based Personal Qualities

Area	Specific Requirement
Working Together	• Involve service users, families, external agencies and colleagues • Speak up when things go wrong
Respect and Dignity	• Understand person-centred care and can demonstrate treating people as individuals and respecting choices • Promoting independence and encouraging appropriate risk taking
Everybody Counts	• Ensuring no one is discriminated against or excluded • Understand human rights and impact on care delivery • Facilitating people to 'speak up' about concerns and acting upon them
Commitment to Quality of Care	• Striving for quality in everything we do recognising and understanding what quality in care means for people using the services • Being accepting about criticism and focusing on improvement • Being open to new opportunities for learning and identifying the limits of skills and knowledge
Compassion	• Treating people with kindness • Understanding the importance of empathy in all areas of employment • Understanding the values of others and always providing a caring service
Improving Lives	• Focus on how things could be done better and sharing ideas • Understanding of wellbeing and what is important to people using the service • Improving outcomes for people • Ensuring appropriate services are provided for people using the services

Company Values

Our Values
Our values underpin everything that we do at The Abbeyfield (Maidenhead) Society, and these are behaviours that you should expect to see every day. We:

- **Put the residents, individual wellbeing at the heart of decision-making processes.**
- **Are passionate about what we do and strive to make a positive difference to people's lives.**
- **Are each responsible for delivering the best possible person-centred service, to meet our resident's unique needs.**
- **Do all we can to ensure equal opportunities for all.**
- **Encourage everyone to challenge and make suggestions, always seeking to improve.**
- **Are one team across both homes, working to the same purpose, to develop a strong and efficient charity and business.**
- **Actively listen to issues raised and find solutions together.**
- **Aim to provide a service that is 'value for money' without compromising on quality.**

How to Apply

To Apply for this position please complete the application form found on our website at www.abbeyfieldmaidenhead.org.uk/job-opportunities and send for the attention of Nicholas House Care Home Manager Lynda Slater with a copy of your C.V to Lynda@abbeyfieldmaidenhead.org.uk