Kent County Council
Job Description: *Deputy Manager*

Directorate:	**Adult Social Care and Health**
Unit/Section:	**Older People Provision - Modernisation in EK or WK**
Grade:	**KSG**
Responsible to:	**Registered Manager**

Purpose of the Job:

Assist the Registered Manager in discharging their duties, based on person-centred planning and in line with legislation and current Government initiatives – Transforming Social Care, Putting People First, Active Lives, Our Health, Our Care, Our Say, the End of Life Strategy and the National Dementia Strategy and with all appropriate KCC policies and procedures.

Use sound management techniques to establish and maintain good standards of care practice, using the resources placed at the post holder's disposal by the Registered Manager.

Main duties and responsibilities:

- Assist the Registered Manager in the management of budgets devolved to the Care Centre, within agreed cash limits and in accordance with financial procedures and the effective deployment of resources to ensure that the care unit meets its legislative requirements and service users identified needs.

- Assist the Registered Manager in being responsible for the planned maintenance and development of the living environment to ensure that it meets the requirements of the National Minimum Standards for Care Homes for Older People

- Manage and supervise a team of residential and day centre staff including Team Leaders, to ensure the delivery of an effective and efficient service and that professional standards and codes of conduct are met.

- Manage day to day operations within the Registered Care Centre, to ensure that professional practice is monitored and delivered within the County Council policy guidelines.

- Assist the Registered Manager to provide individual person centred service plans (care plans) and ensure that these conform to the requirements set out in the Care Quality Commission regulations and are regularly monitored and reviewed to reflect changing needs.

- Establish good professional working relationships with the officers of the Care Quality Commission, to ensure that the Care Centre co-operates fully with their inspection processes and in the absence of the Registered Manager, respond promptly and appropriately to their findings upon receipt.

- Provide the Registered Manager with a written monthly report on the conduct of the Care Centre including staffing issues, review of care plans, and health & safety issues, to ensure that the Manager is fully aware of all issues relating to their Care Centre and take action as appropriate.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council
Person Specification: *Deputy Manager*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	• NVQ Level 3 Award or equivalent in Care Willingness to work towards one of the following: - Registered Manager (Adults) NVQ Award at Level 4 OR - A qualification in Social Care at NVQ Level 4 or above OR - First Level Nursing PLUS a qualification in Management equivalent to NVQ Level 4 or above • A commitment to undertake qualifications that will enable the candidate to be registered with the CQC as a registered manager within a specified time frame
EXPERIENCE	• Sound experience of supervisory management in residential care • Managing effective staff appraisal and supervision practice • Working as a part of multi-disciplinary team in providing care • Managing risk assessment in a residential and day care setting • Background in residential and day care services for older people • Working in a setting which promotes independence of older people and user involvement in decision making
SKILLS AND ABILITIES	• Assist in development and delivery of quality services in accordance with Service Level Agreements and Evolving National Priorities Guidance for Older Peoples Services. • The ability to undertake the full role and duties of the Registered Manager in their absence • Good communication and interpersonal skills • Good written and report writing skills • Good IT skills • Support, develop and manage a large and diverse staff group through periods of change Operate administrative procedures and recording systems to provide accurate management information as and when required • Ability to travel to meet the requirements of the service • Able to plan and establish systems for quality monitoring processes • Deliver 'in-house' training / presentations to staff employed in the Care Centre and other agencies • Plan, manage budgets and provide accurate forecasts • Ability to manipulate spreadsheets and data • Commitment to equalities and the promotion of diversity in all aspects of working – is this a duplicate to next item?? • Ability and commitment to support the Directorates Equality and Diversity Policy statement which is an integral

	part of the Directorates service delivery and relationship with the client to respect people as individuals, regardless of age, ethnic origin, cultural values, disability, gender, sexual orientation or religion. • Ability to deal with day-to-day problems, including identify any Safeguarding (Protection) of Adults issues or concerns with prompt referral to Supervisor • Ability to work in partnership with key stakeholders such as users, carers, case managers, health colleagues • Ability to meet targets and work to deadlines
KNOWLEDGE	• Full understanding of the Registered Managers responsibilities under Health and Safety Legislation, Mental Capacity Act/Deprivation of Liberty. • Understanding of the National Minimum Standards for Care Homes for Older People and their impact on care and management practice. • Knowledge and understanding of the obligations of a Registered Manager under the Care Homes Regulations 2001. • Understanding and compliance with all policies and procedures relating to social care setting such as personnel, financial, health and safety • Awareness of the needs of older people, and the evolving national agendas, including the National Service Framework for Older People in the development of care practice and service delivery • An understanding of business philosophy / culture, business planning process and the need to develop personalisation agenda. • Awareness of Data Protection and confidentiality issues • Awareness of sensitive to needs of older people and their relatives
KENT VALUES AND CULTURAL ATTRIBUTES	**Kent Values:** • We are **brave.** We do the right thing, we accept and offer challenge • We are **curious** to innovate and improve • We are **compassionate**, understanding and respectful to all • We are **strong together** by sharing knowledge • We are all **responsible** for the difference we make Our values enable us to build a culture that is: **Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile **Curious** - constantly learning and evolving **Compassionate and Inclusive** - compassionate, understanding and respectful to all **Working Together** - building and delivering for the best interests of Kent **Empowering -** Our people take accountability for their decisions and actions

	Externally Focused - Residents, families and communities at the heart of decision making