**Job Description**

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| **Job Title:** | Deputy Care Manager |
| **Department:** | Home care Services |
| **Location:** | Harrow Carers Centre |
| **Reports To:** | Home Care Services Manager |
| **Reporting Relationships:** | Home Care Services Manager |
| **Staff Responsibilities:** | FCS, HR Administrator, Care Support Workers |
| **Hours of Work:** | 35 hours per week |
| **Salary:** | £24,000 - £26,000 p/a |
| **Area Covered**  | Harrow, Hillingdon |
| **Summary of Position:** | Supporting and deputising for the Registered Manager who has the following key responsibilities:* Ensuring that Care Quality Commission and Organisation rules and regulations are maintained
* Managing the appraisal, development and supervision of all staff
* Ensuring that the office runs an effective and efficient on-call service
* Establishing new care packages in line with a growing business
* Ensuring smooth operations in respect of recruitment and training
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| **Key Responsibilities** |
| **1.Deputy Care Manager’s main duties & responsibilities*** This role is both office and community based
* To assist the Registered Manager to provide leadership, management and the highest level of support to the Team, to ensure the very best outcomes in everything we do
* To take ownership of achieving the highest levels of compliance with regards to regulations, laws, quality standards & policies, ensuring we achieve a minimum of “Good” CQC inspection
* Accountable for the Health and Safety of staff and clients; ensuring the Health & Safety policy and procedures are followed at all times providing a safe working environment
* Ensure consistent application of Harrow Carers’ policies, procedures and approved practice; and to promote our aims and values.
* Participate in the out of Hours On-Call when necessary
* Deliver hands on care out in the community when required
* Support the Registered Manager with the day to day running of the business
* Continually review and improve processes to ensure the most effective and efficient service is being delivered to our clients

**2.Home Care Client Referrals*** You will be responsible for the prompt processing of all referrals both internal and external, once received.
* You will liaise with the Registered Manager for advice on any referrals deemed complex or presenting capacity concerns
* You will ensure all new referrals are recorded promptly and accurately.

**3.Maintain, monitor and complete daily schedules for all care packages in line with clients’ preference** * You will be responsible for the matching and allocation of Care Support Workers to clients ~~without fail~~.
* You will be responsible for rostering and updating rotas for all Care Support Workers on an on-going basis and ensuring that every Care Support Worker is aware of any changes in their scheduled work.
* You will ensure all Care Support Workers have appropriate shifts allocated with travel times utilising availabilities for effective service delivery.
* You will ensure that detailed records are kept and that all changes in clients and Care Support Worker’s circumstances are recorded without fail. Ensure all inactive clients have been removed from the system with clear notes and end dates and archived correctly.
* You will be responsible for ensuring that the CarePlanner system is properly maintained and that data entry in relation to schedules and care packages is updated accurately. Record all communications with clients and Care Support Worker for future references ~~without fail.~~
* You will oversee HR call monitoring systems to ensure all visits are delivered on time and completed according to care plan.
* Support the Payroll and Finance Officer to ensure all scheduled visits are processed, paid and invoiced accurately,

**4.Maintaining compliance and production of person centred care plans and risk assessments in accordance with CQC regulations** * Involvement in setting up of new packages working collaboratively with the Field Care Supervisor to ensure all client’s risk assessments, manual handling, behavioural, medication assessments and person centred care plans are carried out. You will be responsible for contacting the clients to make arrangements for service delivery and for any changes that are to be made to the expected service delivery.
* Ensure all moving and handling needs are identified and referred to appropriate professionals working with FCS to ensure the necessary equipment are in place to carry out care safely ensuring compliance at all times.

**5.Maintaining compliance and support of staff through coordination and completion of supervision, appraisal and team meetings and spot checks as per organisation policy*** You will be responsible for Care Support Workers’ office supervisions conducted by Field Care Supervisor and setting up a personal development plan for all Care Support Workers who will report to you directly. You will coordinate the sessions ensuring that all supervisions are carried out to a high standard and each Care Support Worker is supervised every 6 to 8 weeks, no later than that. You are to ensure this is recorded, signed and filed updating CarePlanner accordingly.
* You will liaise with the Field Care Supervisor to ensure all action from spot checks are completed and actioned.
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| **Key Responsibilities (contd)** |
| **6.Maintaining compliance through staff training and professional development for quality service delivery** * You will be responsible for identifying the training and development needs of the Care Support Worker by coordinating the work of the Field Care Supervisor and liaise with HR Administrator to ensure all Care Support Workers receive the necessary refresher training for compliance and to ensure competent, safe and efficient delivery of the service.

**7.General line management of Care Support Workers and clients care services delivery** * You will be responsible for managing Care Support Workers’ availability
* You will be responsible for managing Care Support Workers’ annual leave requests,
* To ensure management of employees’ sickness and absence as per company policies including carrying out return to work interviews when relevant.
* You will assist the Registered Manager to produce memoranda to be sent out to Care Support Workers on a monthly basis.
* Oversee weekly audits of daily care records and MAR Charts by Field Care Supervisor and action planning if required
* Delivering Care when required

8.**Occasionally, You May Be Required To**Undertake other duties as requested by your Line Manager |

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|  | Essential  | Desirable |
| **Experience** | Have substantial experience in managing people, and can demonstrate a positive vision of home care and how you will influence positive change | Relevant experience in Shift Team Leader, Care Team Leader, experienced Care Supervisor, Deputy Care Home Manager, Deputy Manager, Deputy Residential Home Manager, Nurse, Nursing, Registered Nurse all within the Social Care industry. |
| **Knowledge, Skills and competences** | Strong knowledge of CQC Standards and Regulation with working knowledge and experience in;Adult services and Safeguarding Children and Young People Safeguarding, Health and Safety at work regulations, organisational policies and procedures* Ability to manage and maintain confidentiality in line with GDPR requirements
* HR processes
* Updating and maintaining contracts
* Good working knowledge of IT systems with experience of Microsoft Office and virtual communication platforms with the aptitude to learn and adopt new technologies and software where appropriate
 | * Strong presentation skills
* Communication and reporting skills
* Customer Service
* Finance and budgets
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| **Disposition** | Strong ability to build and maintain effective working relationships at all levels internally and externallyExcellent analytical and problem solving skillsPersuasive and Articulate – able to influence others with ideas, opinions and solutionsProject Management Skills – ability to manage varying tasks and see through to completionPartnership approach to Home Care where required with Local Authority and Senior Management | **Behavioural Competencies*** Strong and independent-minded
* Self-Development
* Ability to work in a team
* Problem solving skills
* Ability to prioritise work tasks and think outside the box.
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