

## JOB DESCRIPTION

JOB TITLE: **halow care Services Deputy Manager**

LOCATION: **Guildford, Surrey**

RESPONSIBLE TO: **halow care Services Manager**

### OUR MISSION:

“Nurturing and enabling independence for young people with a disability.” To support each other and work as part of the team, respecting every individual’s gifts, skills and qualities, and the unique talents they bring to halow.

### ROLE PURPOSE:

To support the **halow care** Services Manager in the day to day running of **halow care** including ensuring compliance with Care Quality Commission regulations, managing a thoroughly trained and committed staffing team, satisfied users of the Buddy Service and Supported Living Service.

To take specific responsibility for managing the day-to-day running of Buddy Service

To have a good overview and understanding of the Supported Living service and how services interface and to assist this service and manage as appropriate.

To deputise for the **halow care** Services Manager as appropriate.

To work with the **halow care** Services Manager to develop the business.

To work towards the organisations objective of “nurturing and enabling independence for young people with a learning disability”. To support your colleagues and work as part of the team, respecting every individual’s gifts, skills and qualities, and the unique talents they bring to **halow**.

### MAIN ROLE RESPONSIBILITIES AND TASKS:

#### To be an ambassador for halow including:

- Demonstrating commitment to the organisation’s mission statement
- Leading by example and demonstrating through both actions and words a positive approach to colleagues, our young people and stakeholders alike

#### To support in the development and achievement of the organisations strategic objectives by:

- Working closely with the Care Services Manager to review and develop the service, ensuring that plans within own areas of responsibility align with and support such strategies
- Maintaining awareness of progress made against strategic plan/s and feedback to the Care Services Manager on a regular basis, seeking support where required
- Identifying and sharing ideas to further develop the existing service and revenue stream/s for the service and wider Organisation
- Be part of the recruitment, short-listing and selection process of new Buddies

## **To ensure safe, compliant and high quality service by:**

### **Safeguarding**

- Assisting the Safeguarding Officer for **halow** (project & care) with support from Team Leaders as appropriate
- Reporting and recording actual or potential safeguarding matters to the Safeguarding Officer
- Helping to keep full records of safeguarding matters
- Attending legislative updates and training as required

### **CQC Compliance**

- Having a good understanding of Care Quality Commission regulations
- Supporting the **halow care** Registered Manager for CQC to ensure compliance across all services
- Keeping up to date with legislation and CQC requirements, attending training as required
- Assisting with supporting inspection preparation and liaison around inspections

### **Quality**

- To understand and engage with **halow's** quality assurance commitments under the direction of the **halow care** Services Manager
- To ensure good record keeping
- To ensure good communications with all stakeholders
- To carry out monitoring visits for Buddies and Supported Living where requested/appropriate
- Any other requirements as identified by the organisation in its quality drive as appropriate

## **To ensure the smooth running of daily operations including:**

- Managing the day-to-day operations of the Buddy service and Supported Living as required
- Ensuring clear and timely rota systems and schedules in place for service users and staff compliant with care and employment regulations in force.
- Responding promptly to crisis situations regarding current services and young people, and seeking to resolve the situation with minimal disruption
- Attending regular referral and planning meetings
- Responding promptly to crisis situations regarding current services and young people, and seeking to resolve the situation with minimal disruption
- Attending regular referral and planning meetings
- Be part of the Oncall Rota

## **To fulfil the requirements of management reporting by:**

- Collating project information and preparing monthly reports to the **halow care** Services Manager, and for Trustee of other meetings as appropriate

## **To successfully lead and inspire our team of Buddies by:**

- Managing their performance on a regular basis (through team meetings, supervision and appraisal meetings), and providing support to them where necessary
- Providing and coordinating induction, Care Certificate and mandatory training for all Buddies
- Identifying additional training needs and organising the delivery of such training
- To be the first point of contact for all Buddies, and responding to their queries promptly and tactfully
- Handling low-level employee relation matters and referring them through to HR where necessary
- Being responsible for creating, updating and distributing young people profiles to Buddies, to support the integration process
- Ensuring halow care staff are fully compliant & trained before deployment into service
- Identifying additional training needs and organising the delivery of such training

- Working with halow care Assistant, HR and Finance to resolve employee relation matters according to best practice and compliant procedures as appropriate

**To provide the best service to our young people by:**

- Ensuring a safe, caring, responsive, effective and well led service – compliant with CQC regulations and legislation – with **halow** Values at the heart of everything we do
- Ensuring that each young person is matched to appropriate Buddies
- Ensuring that each young person has identified personal goals - SMART goals where possible
- Identifying young people with similar goals and facilitate joint working to encourage appropriate peer interaction where appropriate
- Flagging up any concerns that you may have relating to a young person/s to the appropriate personnel
- Undertaking support assessments with our young people, their families and/or their circle of support
- Compiling support assessments and thorough individual profiles for each young person
- Liaising with Care Practitioners and families around Support Assessments for young people
- Carry out regular risk assessments and arranging for any enhanced measures to be put in place to ensure the welfare of our young people and their Buddies

**To fulfil the administrative elements of the post by:**

- Keeping clear, accurate records relating to young people, including risk assessments and incidents
- Keeping accurate records which reflect young people's involvement and outcomes
- Creating regular monitoring and evaluation reports on the success of the programme
- Maintain and update the National Minimum Data Set database (NMDS)


**To fulfil any other responsibilities of the post including:**

- Demonstrating commitment to halow's mission statement and aims
- Adhering to the Organisation's internal policies and procedures
- Ensuring awareness of your legislative obligations and to adhere to these at all times
- Working with the Data Protection Officer to ensure all data processed in the pursuit of the role adheres to the General Data Protection Regulations.
- Attending functions or networking meetings to promote **halow's** services, as necessary
- Attending internal or external meetings as required
- Willingness to work on-call, on a rota basis
- Any other duties which may reasonably be required of the post
- Willingness to work flexibly as required

*This is a description of the job as it is presently constituted. It is the practice of **halow** to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you. It is the Organisation's aim to reach agreement on changes, but if agreement is not possible, the Organisation reserves the right to insist on changes to your job description, after consultation with you.*

## PERSON SPECIFICATION

	<i>Essential</i>	<i>Desirable</i>
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Demonstrable experience of working in a health and social care environment</li> <li>▪ Demonstrable experience of successfully leading a team of staff/workers/volunteers</li> <li>▪ Demonstrable experience of planning rotas</li> <li>▪ Demonstrable experience of managing low-level employee relations</li> <li>▪ Demonstrable experience of working to deadlines</li> <li>▪ Demonstrable experience of administration</li> <li>▪ Demonstrable experience of working with people with a learning disability</li> <li>▪ Demonstrable experience of carrying out risk assessments</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrable experience of leading a service or provision, ideally within a health and social care setting</li> <li>▪ Commercial understanding of the need to grow the service sustainably</li> <li>▪ Demonstrable experience of monitoring, evaluation and producing reports</li> </ul>
<b>Qualifications and Knowledge</b>	<ul style="list-style-type: none"> <li>▪ Level 3 or 4 Health &amp; Social Care qualification</li> <li>▪ Demonstrates an understanding of the role and the work that <b>halow</b> Project and <b>halow</b> care do</li> <li>▪ Demonstrates an understanding of learning disabilities</li> <li>▪ Willingness to undertake induction and mandatory training as required</li> <li>▪ An understanding of equal opportunities, respect, individuality and promoting independence</li> <li>▪ An understanding of Health &amp; Safety and risk assessments</li> <li>▪ Proficient in the Microsoft Office suite including Word, Excel, Outlook and PowerPoint</li> </ul>	<ul style="list-style-type: none"> <li>▪ An interest in further professional training in Health and Social Care</li> </ul>
<b>Skills and Personal Attributes</b>	<ul style="list-style-type: none"> <li>▪ Excellent verbal communication and written skills with experience of communicating with people of all abilities.</li> <li>▪ Trustworthy, Honest, reliable and punctual</li> <li>▪ Respectful, encouraging and positive in all aspects of the role.</li> <li>▪ Excellent organisational skills</li> <li>▪ Excellent problem-solving skills and evidence of the ability to cope under pressure.</li> <li>▪ Ability to treat colleagues, young people and supporters of <b>halow</b> with empathy and understanding when necessary.</li> <li>▪ Exhibits role model behaviour at all times</li> <li>▪ A team player who is just as capable when alone working</li> <li>▪ Demonstrates a commitment to <b>halow</b> and is an advocate of the great work that the</li> </ul>	

	<p>Organisation does</p>	
<p><i>Other</i></p>	<ul style="list-style-type: none"> <li>▪ A driving licence and access to a vehicle which can be used for business purposes with valid business insurance/cover</li> <li>▪ A willingness to transport young people under <b>halow</b>'s care</li> <li>▪ A willingness to work flexibly</li> <li>▪ A willingness to undergo a DBS check in order to work for <b>halow</b></li> <li>▪ Ability to think and work in a Person-Centred way.</li> <li>▪ Ambitious for our Young People.</li> </ul>	