

JOB SUMMARY

Post Title	Deputy Manager						
Job Family	Service Delivery	Pay Range	10	Line Manager to others?	Yes	Role profile ref	SD10
Service Area	Adult Social Care & Housing Needs – The Goulding's						
Line Manager	Registered Manager						
Location	The Goulding's – Freshwater						

Job Purpose

To provide day to day management and leadership for the service in conjunction with and in the absence of the Registered Manager of the service. Working in complete partnership with the Registered Manager, sharing the vision and values of the service and working with the team to provide a high-quality service that optimises people's independence.

To take lead areas of responsibility within the service or the department, in the scope of the role, to enhance the effectiveness and efficiency of the provision of local authority in house services. This includes managing specific projects with a high level of autonomy.

To work in partnership with external agencies , including NHS colleagues and the voluntary sector as required to the benefit of the Service and individuals we work alongside.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- To manage the service through providing positive leadership to a diverse team of staff
- To lead and manage on specific projects for the benefit of the department and service, demonstrating autonomy and effective decision making skills
- Supporting the Registered Manager to remain compliant with all relevant regulations, particularly (and notwithstanding) the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014
- Ensuring the service optimises the independence of the people who use it, maximising the capacity of the service and demonstrating good flow through the service
- To deliver the service in accordance with the Council's policies and procedures, which should acknowledge and include the Council's commitment to the Safeguarding adults, and that all staff are aware of these requirements and their responsibility
- To deliver specific projects in accordance with the Council's policies and procedures, which should acknowledge and include the Council's commitment to the Safeguarding adults, and that all staff are aware of these requirements and their responsibility
- Supporting the Registered Manager with the efficient and effective utilisation of all resources including delegated budgets and the reporting of performance whilst maintaining a high quality of service delivery
- To be involved in the health and social care system leadership, working closely with the NHS Trust and Integrated Care Board, supporting flow from the hospital and other services including undertaking on-call duties on a roster basis

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Proven ability to influence based on facts and evidence, a range of audiences with differing competence and abilities. Ability to communicate one to one and with specific client groups.	<i>Evidence of how to work with partners and how partners can add value to service delivery for the people using the service</i>	Y	
Substantial practical experience of a regulated care environment demonstrating development through a series of progressively more demanding and relevant work roles. Relevant experience within the	<i>Experience in a management role in a health or social care service that provides a CQC regulated activity.</i>	Y	

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service area, working as part of team to meet service standards, targets and deadlines.	<i>Experience of working in a health and social care system and able to work effectively in partnership with others for the benefit of the people we support.</i>		
Good communication, interpersonal and presentation skills, able to explain technical / legal issues clearly. Proven ability to negotiate with, persuade and influence others.	<i>Proven interpersonal and influencing skills with the ability to manage and motivate staff in a service delivery setting</i> <i>Able to manage resources within a local authority context whilst maintaining a high quality, personalised service.</i> <i>Able to manage difficult conversations autonomously</i>	Y Y	
Good ICT skills including use of Microsoft applications and specialist systems.		Y	
Authoritative knowledge of the specialist work area and relevant legislation, regulations, processes, systems, procedures and standards. Good knowledge of other areas of the authority relevant to the service and of wider sector / external influences.	<i>Authoritative knowledge of CQC Regulations and standards and a working knowledge of facilitating key inspection visits.</i> <i>Good knowledge of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014.</i> <i>Good knowledge of external influences and how they can benefit the people using the service</i> <i>A good knowledge of re-ablement / intermediate care services, occupational therapy and physiotherapy practices.</i>	Y Y Y	Y
Good planning and organisational skills, with proven ability to prioritise and co-ordinate workload, monitor and evaluate work, to ensure deadlines are achieved.	<i>Ability to make decisions and problem solve in a complex and fast paced environment</i> <i>Knowledge of action planning to make improvements</i>	Y Y	
Research, investigation and analysis skills.	<i>The ability to determine when to escalate issues appropriately.</i>	Y	
Knowledge of relevant financial processes and experience or training sufficient to ensure financial processing and / or budget monitoring is completed accurately.		Y	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.		Y	
May require level 4 up to first degree standard or equivalent experience in a relevant subject.	<i>Level 4 or above qualification in an appropriate subject such as Social Care or Management and Leadership, or able to evidence substantial practical experience in a relevant role</i> <i>Evidence of continued professional development</i>		Y

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Other Requirements

- To be able to deputise in all areas of the service in the Registered Managers absence
- To provide leadership and guidance to the team ensuring that regular supervisions are in place and that all core training is completed
- Have the ability to assess and determine a person's needs through thorough assessment with the ability to review peoples care needs and be responsive to those needs through the leadership of the team
- To support the Registered Manager in all matters including health, safety and welfare of people using and people employed by the service
- To instil confidence in others through all approaches
- Building and maintaining links with internal and external partners for the benefit of the whole service
- To ensure that robust processes are in place for Quality Assurance.
- An enhanced DBS check will be required
- You will be required to work irregular hours and be on call
- May be required to undertake additional duties as commensurate with your grade

The Isle of Wight Council is committed to safeguarding and promoting the welfare of vulnerable children and adults and operates stringent recruitment practices. All employees are expected to familiarise themselves with the Council's Safeguarding Policies and all other relevant policies so our staff can work safely, professionally and competently at all times.

The Isle of Wight Council has a duty to protect employees from harm as far as is reasonably practicable and all employees have a duty to protect themselves and others from harm. All employees are expected to familiarise themselves with the Council's Health & safety Policies and undertake relevant training to ensure compliance with Health and Safety Requirements.

All employees are required to comply with the Council's Data Protection and GDPR Policies. You are responsible for ensuring that any information or data you collect, or input complies with the standards set out in these documents.

All post holders must have the ability to meet the travel requirements of the role.

Organisation Structure:

- **Director of Adult Social Care & Housing / Assistant Director**
- **Service Manager / Nominated Individual**
- **Registered Manager**
- **Deputy Manager**
- **Assistant Manager**
- **Support Departments including: Maintenance, Domestic, Kitchen, Support Workers and Administration Teams**