

## JOB DESCRIPTION



**Job title:** Deputy Manager

**Hours:** 40 hours per week

**Reporting to:** General Manager

**Base:** Care Home based

### JOB PURPOSE

To be part of an inspirational and pioneering team establishing our care home business and delivering our vision to “create a world where everyone feels special”.

RESPONSIBLE FOR:	PERSON SPECIFICATION
<p><b>CARE DELIVERY, ACTIVITIES, AND OTHER SERVICES</b></p> <ol style="list-style-type: none"> <li>Working in collaboration with the management team to ensure the highest standard of care is delivered to each resident within the home. Responsible for specific departments as agreed with the General Manager, the Deputy Manager manages the Heads of Department for each of these functions.</li> <li>Responsible for engagement with residents and their families and responding promptly to their queries and concerns.</li> <li>Ensuring compliance with Principle policies, practices, and procedures with regard to the standard of care and ensuring they are implemented correctly.</li> <li>Supporting the General Manager to ensure the care home meets all external regulatory obligations whilst achieving internal audit requirements for resident service including, but not limited to, customer engagement surveys and internal Operations auditing.</li> <li>Aspiring to achieve an excellent relationship with the Care Quality Commission (CQC), and as a minimum achieve an overall rating of 'Good' for their service.</li> </ol> <p><b>REVENUE/SALES LEADERSHIP</b></p> <ol style="list-style-type: none"> <li>Supporting the General Manager to manage the care home's Sales Team with support from the Operations Director to ensure delivery of revenue according to the budget, achieved through execution of Principle's sales methodology.</li> <li>Working directly with the sales team to ensure that the home meets budgeted occupancy levels, rate and inventory management, as well as the delivery of care which is managed and billed separately.</li> <li>The ability to understand the existing competition and the Principle Care Home's position within the marketplace, as well as building relationships with both internal and external key stakeholders.</li> </ol> <p><b>COST CONTROL</b></p> <ol style="list-style-type: none"> <li>Taking responsibility for managing budgets at the home by supporting each department head to control costs in line with budgets. Be involved in the annual budget planning of both operating and capital investment requirements.</li> </ol>	<p><b>SKILLS AND KNOWLEDGE</b></p> <ul style="list-style-type: none"> <li>General management experience</li> <li>Previous experience in the healthcare or long-term care industry</li> <li>Commercial acumen</li> <li>Managing large teams of people</li> <li>Ability to manage multiple priorities effectively</li> <li>Strong planning and organisation skills</li> <li>Proven leadership skills/leadership qualification</li> <li>Advanced level of IT Skills</li> <li>Highly developed and effective communication and interpersonal skills</li> <li>RGN qualified</li> </ul> <p><b>BEHAVIOUR</b></p> <ul style="list-style-type: none"> <li>The ability to build rapport with people, and display empathy and sensitivity where appropriate</li> <li>Passion for service to the elderly</li> <li>Able to role model the Principle Values</li> <li>Ability to apply sound judgement and make decisions</li> <li>Adaptable and responsive to change</li> <li>Commitment to self-development and the development of others</li> <li>Resilient and able to deal with stress in others</li> <li>Effective decision making and problem-solving skills</li> </ul>

Some department budgets will be managed directly by the Deputy Manager.

2. The ability to manage the team cost line is essential, together with effective rota planning to ensure services are met within the home whilst day-to-day team costs are controlled.

#### **LEADERSHIP AND PEOPLE DEVELOPMENT**

1. Fully understand Principle Care Homes Mission, Vision, and Values, and help others engage with these through clear compelling communication and role modelling of values and behaviours.
2. Proactively manage potential conflict within the team, bringing people together to work harmoniously by adopting a compassionate and caring leadership style, creating a fair and equitable culture.
3. Ensure that all members of the team have clear objectives and progress against those objectives is reviewed through regular supervision and performance review meetings.
4. Providing clear leadership and coaching to their Heads of Department to ensure that all members of staff are effectively inducted into Principle Care Homes and receive the ongoing training and development support required to meet legal requirements, perform well in their current role and fulfil their potential. This includes,
  - Completing all mandatory training and relevant updates within the required timeframes.
  - Providing mentoring and coaching support to develop individuals in role and to complete further studies.
  - Ensure that the performance management framework is embraced and adopted within the home.
5. Ensure that all HR policies are understood and implemented within the teams in line with required standards and current strategy.
6. Ensure that performance targets are known and understood by staff teams and that improvement plans are implemented as required.

#### **INFORMATION AND COMMUNICATION**

1. Must be a competent user of all IT systems. Must be able to champion the use of Principle Care Homes specific systems across the home (Nourish and RADAR) and be able to analyse the Management Information produced from both systems in order to influence their decision making.
2. Develop, maintain and work effectively with all partners and key stakeholders in the provision of a quality service.
3. Ensure the development and implementation of effective lines of communication and information in appropriate, accessible formats for residents, family members, team and all other relevant stakeholders.
4. Provide any required reports to senior management in a timely fashion, ensuring all deadlines are met.

## HEALTH AND SAFETY

1. The post-holder will maintain their personal responsibilities under Health and Safety at Work Regulations, and compliance with the company Health and Safety Policy, ensuring safe working practices and the recommended storage of equipment, including but not exclusive to:
  - Control of Substances Hazardous to Health, Electricity at Work Lift & Lifting Equipment
  - Manual/Object Handling
  - Gas Installation & Use
  - Provision and Use of Work Equipment
  - Fire Precautions
  - Personal Protective Equipment
  - Legionella/Water Treatment
  - Waste Management
  - Reporting of Injuries, Diseases & Dangerous Occurrences Regulations.
2. Appraise and assess measures used to prevent infection control hazards, considering the individual nursing, social, physical, and psychological needs of the resident.
3. Follow and report all concerns and incidents in line with the company incident reporting and whistleblowing procedure, including safeguarding adult's procedures.

This job description is not prescriptive; it merely outlines the primary aims and tasks and responsibilities which may evolve and change over time. Any changes will be made in consultation with the job holder and in agreement with the Senior Management Team.

