



Deputy Manager - Job description

Job Title	Deputy Manager	Responsible to	Home Manager
Responsible for	Nursing and Care staff	Accountable to	Regional Director
Care UK values	Caring Passionate Teamwork		

Job Summary

To provide leadership for the nursing and care staff and support the development and delivery of consistently high quality clinical and care services for residents with complex health and social care needs.

Overall responsibilities:

- Comply with the clinical governance framework and all activities related to it. This includes participation in the clinical audit programme
- Provide leadership and support for clinical and care staff and act as an champion for residents safety and dignity.
- To maintain skills and knowledge and ensure that care is delivered according to latest guidelines and best practice evidence available.
- Develop monitoring and reporting systems which promote the delivery of safe, effective and high quality services.
- Ensure that clear and accurate records and communication systems relating to clinical and care delivery are maintained and effectively used by staff.
- Act as a role model for good clinical and care governance practice.

Key Responsibilities

Provide leadership and support for clinical and care staff and act as a champion for resident's safety and dignity

- Work with the Home Manager to formulate strategies for service development or changes in service provision and support implementation.

- Provide effective leadership and support for the nursing and care team within the home.
- Supervise nurses on a day to day basis and through formal clinical supervision.
- Act as a mentor for new nurses joining the team or for those who require specific support to develop clinical skills or knowledge.
- Liaise with GPs and other health professionals to ensure that residents receive the medical and clinical support they require.
- Demand high quality service delivery focused on residents individually assessed needs.

To maintain skills and knowledge and ensure that care is delivered according to latest guidelines and best practice evidence available

- Maintain skills and keep up to date with clinical developments and best practice in areas relevant to care delivery in the home.
- Ensure that staff have undertaken training appropriate to their roll and that learning is transferred into practice.
- Monitor delivery of care, including infection prevention and control procedures, e.g. wound care, catheter management; and ensure high standards are maintained.
- Develop links with local nurse specialists and teams e.g. continence nurse, tissue viability nurse, falls service etc. and ensure that residents are referred according to local procedures and protocols.
- Provide support in relation to medicines management and be able to assess staff competency to manage medication.

- Act at all times within your own skills and competence in accordance with NMC code of practice.

Develop monitoring and reporting systems which promote the delivery of safe, effective and high quality services

- Collate performance information required for the monthly management and other reports as required by the Home Manager.
- Undertake clinical audits as required by the Home Manager and clinical and care governance. Ensure action plans are fully implemented.
- Review accidents and incidents and ensure that lessons learnt are translated into practice. Conduct investigations as directed by the Home Manager, following an accident, incident or complaint.
- Ensure high standard of record keeping are maintained in accordance with NMC and company requirements.
- Review compliance with the Health and Social Care Act (2008) and Essential Standards of Quality and Safety (2010) and ensure that any requirements and recommendations made following a CQC review are actioned appropriately.
- Ensure that clinical equipment is maintained in a safe, clean and fully functional state and that staff are competent and confident to use it.
- Report areas of concern to the Home Manager and agree appropriate action to be taken.

Ensure that clear and accurate records and communication systems relating to clinical and care delivery are maintained and effectively used by staff

- Ensure staff are aware of company policies and procedures and that these are incorporated into practice.
- Ensure effective and clearly documented handover systems are in place and that they facilitate the effective transfer of information between staff.
- Ensure that notifications are completed and sent to CQC, in accordance with regulatory requirements and that all accidents and incidents are reported, recorded and investigated in line with company policy.
- Ensure that all staff are aware of safeguarding vulnerable adults procedures and that these are implemented within the home.

- Organise nurse team meetings and ensure that minutes are taken and disseminated.
- Provide information to residents and relatives in relation to care delivery, being mindful of data protection and Caldicott requirements.

Act as a role model for good clinical and care governance practice

- Act at all times within own competence and knowledge in line with NMC registration requirements.
- Report any concerns regarding poor performance or unsafe practice via line management.
- Intervene immediately in situations where there is significant risk to service users.
- Assist the Home Manager to meet all relevant regulatory, contract and good practice standards.
- Maintaining necessary residents confidentiality; at all times being mindful of Caldicott requirements and following the Nursing and Midwifery Council code of conduct.
- Participate in continuous professional development to ensure requirements of the Nursing and Midwifery Council (NMC) for PREP and continuing registration are met.

Safeguarding of Vulnerable Adults / Mental Capacity Act

To complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement SVA and MHA policies and procedures taking responsibility for reporting any safeguarding concerns to the senior person on duty or on-call RD.

Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

Data Protection

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company's ISO27001 accreditation. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this job description

Name of post holder	
Signature	
Date	

Hazards

Laboratory specimens	✓	Clinical contact with patients/residents	✓	Performing exposure prone invasive procedures	
Blood/body fluids	✓	Dusty environment		VDU use	✓
Radiation		Challenging behaviour	✓	Moving and handling	✓
Solvents		Driving		Noise	
Respiratory sensitisers		Food handling	✓	Working in isolation	

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • NMC Registered Nurse • Evidence of personal and professional development 	<ul style="list-style-type: none"> • Degree or post graduate diploma
Experience	<ul style="list-style-type: none"> • Extensive experience of care delivery within the Care Home environment • Experience of managing staff • Experience in meeting regulatory requirements • Knowledge of evidence based practice and audit techniques 	<ul style="list-style-type: none"> • Familiar with working under external scrutiny
Technical skills	<ul style="list-style-type: none"> • Excellent organisational and leadership skills • Excellent communication skills both written and verbal • Good analytical and judgement skills • Able to work under pressure to meet deadlines • Ability to maintain and enhance effective working relationships • Ability to contribute to, monitor and implement changes and improvements to services • Able to set and audit standards • Ability to plan allocate and evaluate own work • IT literate 	
Other factors	<ul style="list-style-type: none"> • Ability to be flexible with regard to working hours • Builds effective and credible relationships both internally and externally • Works collaboratively with others sharing ideas and information at all times • Has the ability to delegate stretching responsibilities to develop people • Effectively builds trust with a consistent approach between actions and words • Has the ability to raise standards through innovation and new ideas • Will take responsibility for issues and resolve them 	
Personal Qualities	<ul style="list-style-type: none"> • Able to cope in difficult situations with tact and diplomacy • Ability to build rapport and positively influence others • Ability to inspire professionalism • Strong results orientation 	