



Job Title: Deputy Care Home Manager

Reports to: Care Home Manager

The Job:

The Deputy Care Home Manager will provide management and leadership to a team of Senior Support Workers and Support Practitioners. They will be responsible for ensuring all current and newly referred individuals are properly assessed and that high quality, person-centred support is provided for all supported individuals. They will ensure support teams have the skills and competences required and will provide a developmental focus for practice.

The Deputy Care Home Manager will ensure that all regulatory and contractual standards are met and exceeded. The Deputy Care Home Manager will ensure that Khaya is appropriately represented and working in effective partnership with key local service providers, including local NHS bodies and Social Work departments. The Deputy Care Home Manager will act as an ambassador for the organisation. They will be responsible for ensuring good communication channels are established and maintained to facilitate new referrals and joint working. The Deputy Care Home Manager will be responsible for managing staff and delegated budgets in accordance with Khaya Policies and Procedures.

Key to the job is adopting a proactive approach to achieving a positive, engaging, promotional and relationship building role with Local Authorities and all other stakeholders.

Key Responsibilities:

1. Manage and co-ordinate day-to-day activities within the service.
 - Ensure that all services are delivered within the framework of Khaya core values and in line with Khaya Policies and Procedures.
 - Ensure that services are of a standard which meet and exceed standards set by regulatory bodies, including the National Care Standards, NICE standards, NMC guidelines, SSSC guidelines, and contractual obligations.
 - Deploy staff in a way which maximises cost efficiency whilst meeting the demands of the people we support.
 - Undertake administrative tasks as required e.g. in relation to staff records, management returns and maintaining records, as required.
 - Monitor all financial matters relating to the service in accordance with finance policies and procedures. Contribute to the management of the budget for the area and take corrective action, where appropriate.
 - Liaise with external professionals, individuals and families as required to ensure that the needs of the people supported are reviewed regularly and plans developed so that we continue to meet their needs.
 - Ensure that effective referral protocols and practices are in place to enable speedy and



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positive responses are provided to meet new demands.

2. **Ensure good practice within services.**



- Ensure that appropriate person-centred support arrangements are in place for each individual supported and reviewed, as per policy.
- Implement and monitor quality assurance strategies and documents, actively promoting a culture of continuous improvement.
- Actively promote and support inclusion, ensuring that individuals are supported to participate in community and work oppkKhayanities according to their interests and wishes.
- Provide coaching and mentoring to staff.
- Ensure health and safety requirements are met within services and comply with Health & Safety Legislation.
- Plan and implement service development along with the Care Home Manager.

3. Management of teams and individuals

- Contribute to the recruitment, appointment and induction of staff through effective use of kKhaya Safer Recruitment Policy.
- Manage and support staff in line with kKhaya Policies and Procedures, including supervision, absence management, disciplinary and grievance issues.
- Promote and support effective team working through good communication and regular team meetings.
- Identify individual and team learning and development needs and plan to meet these in conjunction with learning and development staff.
- Participate in the delivery of training as agreed by the Care Home Manager and Learning & Development staff.
- Effectively identify and contribute to learning and development activities including meeting organisational targets for SVQ achievement. This may include SVQ assessment, verification, or other forms of support.

4. To establish and maintain effective communication

- Develop and maintain effective communication systems within the team.
- Ensure regular team meetings are held.
- Ensure regular planning and reviews are carried out for all individuals supported.
- Ensure effective representation and joint working with key agencies, families and individuals.
- Establish and maintain processes for facilitating new referrals.
- Promote the organisation in a positive manner

5. Additional Duties

- Participate in the On-Call system.
- Work flexibly to meet the needs of the service, carrying out shifts if necessary.
 - Deputise for the Care Home Manager, as required.
- Undertake additional activities such as attendance at conferences and involvement in



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project groups to further individual and organisational development.