

Job Summary

Deputy Service Manager

Location: The Meath Epilepsy Charity

Hours: 40 hours per week (working 1 in 3 weekends on rotation)

Reports to: Registered Service Manager, Head of Residential Services

Contract: Permanent

Overview:

Ensuring the needs of the residents are met and carried out to the highest standards, and that safeguarding regulations are abided by and documented. Ensuring staff teams are mentored, guided, and supported to deliver the expected high standard of care and safety. Working within and ensuring teams work with in the perimeters of the KLOEs.

Job Purpose:

To act up as responsible manager in the absence of the Registered Manager for the group of services in your registration group, ensure all residents are listened to, respected and all support is delivered in a person-centred way while ensuring their safety, health, and wellbeing. Ensure all the practices delivered are within the regulated guidance and to a high standard. Ensure all staff are mentored and guided in their roles to know expectations from The Meath. Be accountable for the documentation for residents and staff.

Key Responsibilities Include:

- In addition to the duties performed by a support worker/senior support worker, will manage and organise the staff team.
- Take charge of the rota to ensure the units are properly staffed at all times.
- To supervise and manage senior support workers, support workers, night team members and bank staff, including their appraisals, supervisions and induction where appropriate.
- Ensure that training of all staff is up to date and they are able to demonstrate understanding.
- Support and assist in the implementation of management decisions. Peer support and buddying when needed.
- Assist senior support workers and support workers with the updating and monitoring of essential documentation.
- Encourage communication: promote an open environment for discussion providing the opportunity for constructive feedback.
- Administer buccal midazolam, diazepam, analgesic and other prescribed "required need" medication.
- Take charge of The Meath services you are assigned to in an emergency and if necessary, carry out an evacuation of The Meath services in case of fire or other major incident
- Maintain paperwork required under legislation, e.g. CQC inspection requirements, MCA, DOLs and Safeguarding.
- Maintain high-quality standards and ensure health and safety compliance
- To be conversant with and implement The Meath policies and procedures for fire, emergencies, missing persons, accidents, handling and checking of drugs and of the health & safety at work policy.
- Lead team meetings and resident meetings in the absence of the Registered Service Manager.
- Lead by example in all you do and be a champion for the middle management team when cascading information.
- Provide information, advice, and support to residents' families. Ensure you communicate well while maintaining the privacy of the residents.
- Organise activities for residents and actively promote their independence.
- Time manage between units to give staff the supported point in time that will ensure they are being listened to and mentored.
- Work on shift across the services in your group to mentor and support residents and staff.
- Ensure you know all The Meath's electronic systems such as Bright HR to be able to assist others on how to use these apps.
- To undertake the responsibility to complete and report safeguarding matters and notifications to CQC in the absence of the Registered Service Manager.
- Prepare your teams for an inspection from CQC.
- Be the Key Liaison between the residential services and SEC ensuring communication between the department's monthly.

The duties and responsibilities outlined above do not represent a full list of the tasks the post holder will be expected to perform. Other tasks may be required for the proper performance of the job and any other related tasks.

Skills, Abilities and Competencies for this role:

Essential

- Delegate appropriately
- Demonstrate loyalty, flexibility, and commitment to Meath
- Be able to carry out any other necessary duties as agreed with your Manager
- Taking responsibility and being accountable for all actions taken.
- Problem solving and supporting lower level team members to do the same.
- Be flexible, reliable, honest, and punctual.
- Attend and participate in relevant training and come forward if there is anything more your team could be trained in to develop them.
- To be conversant with and implement Meath policies and procedures for employment guidance and also in reference to fire, emergencies, missing persons, accidents, storage and administration of medication, and health and safety at work which are all regulatory requirements.
- Able to refer staff to the relevant policy e.g. in the event of a query, or during induction training
- Be aware of the requirement and importance for a high degree of confidentiality with regard to service users and staff
- Must be self-motivated

Desirable

- 2 years previous experience in developing teams to a high standard and achievement level
- Experience in investigations, disciplinaries and Grievances. ER issues
- Calm, thoughtful and considerate which leads to good listening and leadership.

Experience, Knowledge and Qualifications for this role:

Essential:

- To be able to communicate with the General public, trustees, Professional bodies, and all other parties on behalf of The Meath both written and verbal.
- Knowledge and experience using Microsoft programmes and outlook calendars.
- Must hold an appropriate health & social care qualification, minimum QCF Level 3, and willing to undertake level 4 if not already completed.
- Understanding of the Fundamental Standards and KLOEs
- Knowledge of the safeguarding regulations and required notifications to CQC
- Knowledge and a demonstration of skills in time management and organisation of working across multi sites.
- Experience in managing and developing staff teams.
- Experience with MCA and DOLs

Desirable:

- Understanding of CQC requirements in the event of an Inspection.
- Knowledge of supporting staff during change.
- 2 years previous experience in a multi-site manager role.
- Driver with Full License
- QCF 4 and previously been a deputy or assistant manager.
- Experience in multi managing services and multi staff teams.