

JOB DESCRIPTION – DEPUTY MANAGER (RGN)

Responsible to: Registered Manager

Purpose of Position: To assist the Registered Manager in the management of the home in accordance with the policies and procedures of Greensleeves Care and to take overall responsibility for the home in the absence of the Registered Manager.

Values: To promote and adhere to the Greensleeves Care -Workplace values of respect, openness and responsibility.

Principal Responsibilities

Residents and Care Planning

- Ensure that high standards of care are delivered to meet the needs of the individual resident, to monitor and maintain these standards by ensuring physical, emotional and social needs are identified and met through assessment and care planning.
- Monitor care plans, medication administration, infection prevention, and wound care protocols to ensure optimal clinical outcomes while also ensuring compliance with regulatory requirements i.e. CQC, Local Authority, Health and Safety and contribute to inspection readiness.
- Coordinate advanced care planning, multidisciplinary reviews, and drive best practice in elderly, palliative and end-of-life care.
- Act as a mentor and trainer to embed the Gold Standards Framework principles across the workforce
- Foster an environment that ensures residents maintain their dignity, choice and individuality.
- Oversee safeguards to ensure the care and safety of residents and their possessions.
- Ensure the healthcare needs of the residents are met by liaising and collaborating with multidisciplinary teams that include GPs, Physiotherapists, Chiropodists and other relevant healthcare professionals.
- Ensure that records relating to residents are understood, acted upon by all staff and that they are reviewed on a regular basis.
- Help to control and manage the issue of drugs for which the Home has taken responsibility, to maintain the necessary records and to ensure the accuracy and reliability of the systems for administering medication.
- Arrange trial visits and assess whether the home is able to meet the needs of any prospective resident.
- Take responsibility for all nursing duties for specified residents according to the delegated instructions of the Registered Manager.
- Assist the Registered Manager produce and maintain systems and procedures for all auditing and assuring quality of care provided by the home.
- Contribute and participate in residents' meetings.

Staff

- Lead, manage and develop the work of the staff team, under the supervision of the Registered Manager, by setting objectives and supervising staff to include conducting supervisions, appraisals and ensure development needs are met through appropriate training and development programmes.
- Lead, facilitate and participate in staff meetings, training and development activities.
- Assist the Registered Manager and Home Support Administrator in the maintenance of records relating to staff employed in the Home.
- Ensure that all Greensleeves Care's HR Policies and Procedures are followed.
- Take responsibility for management of specific staffing matters as required by the Registered Manager.
- Carry out induction of designated staff as required.

Operational management

- Assist the Registered Manager and Home Support Administrator in the effective and efficient running of the home, including budgetary control, stock control as well as order and purchase supplies if required.
- Act as lead in the design and implementation of new clinical systems and process improvements that enhance resident care and staff efficiency. Analyse performance metrics to identify service gaps and drive sustainable, evidence-based changes in consultation with the Registered Manager.
- Assist the Registered Manager with the management of the Homes staffing, rota management to ensure safe staffing levels at all times, financial and material resources, including involvement in staff recruitment and selection.
- Engage and influence stakeholders to adopt new ways of working, overcoming resistance with clarity and conviction.
- Ensure that all relevant statutory, registration and contractual requirements are met and that the Trust's policies are correctly applied.
- Assist Registered Manager to ensure that all records required to be kept in the home by the Care Standards Act 2000 and any subsequent relevant legislation are maintained accurately, and are up to date. To have these available for inspection by the Inspection Officer or anyone appointed by Greensleeves Care to see them.
- Work with the Registered Manager and Home Support Administrator in ensuring the effective success of the Home, including promoting the home within the local community.
- Optimise operational workflows to maximise time efficiency and improve care delivery outcomes.
- Liaise, as required with Health and Local Authorities, voluntary and community organisations for the benefit of residents and staff.
- Co-operate with Inspectors of the Care Quality Commission.
- Help monitor the efficient use of utilities, supplies and equipment recommending improvements where identified.
- Help ensure that the fabric and security of the building are properly maintained and any repairs are reported and dealt with promptly.
- Help to maintain the standards set for the appearance and upkeep of the premises, in doors and out.

General

- Take responsibility for the running of the Home in the absence of the Registered Manager.
- Manage competing priorities with confidence, ensuring that both urgent clinical needs and long-term projects are addressed effectively.
- Ensure the Trust's procedures are followed and help maintain the procedures that relate to work and practices within the Home.
- Ensure that Equal Opportunity policies are followed and promoted within the home with regard to both staff and residents.
- Be instructed in First Aid and be available to the Home in this capacity.
- Work at least two shifts per week "on the floor".
- Participate and be available for on-call duties, as required.
- Work within the values and quality standards that the Trust considers necessary to meet its objectives.
- Ensure that all required training is undertaken in order to maintain personal NMC PIN number.
- Take responsibility for your own CPD to ensure you are up-to-date at all times with changes in good practice in your areas of responsibility.

In addition to the duties and responsibilities listed; the job holder is required to perform other duties assigned by the Registered Manager from time to time.

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Post Holders Signature _____ Date Signed _____

Line Managers Signature _____ Date Signed _____

