

## **Job Title: Deputy Support Manager**

**Reports To: Support Manager**

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### **Job Purpose**

As a Deputy Support Manager, I assist my Support Manager in the day to day delivery of high-quality, safe and person-centred support to enable people we support to achieve great outcomes, ensuring the support is provided in line with legal and contractual requirements.

I will work with the following people and teams:

- People we Support
- My teams
- Internal staff in other departments
- External agencies and other organisations, incl. GP's, health professionals, social workers, safeguarding teams etc
- CQC/SCI Quality Compliance Teams

### **Key Responsibilities**

#### **People We Support**

1. I support the Support Manager in ensuring that the highest quality and standards are met. I assist with the preparation of risk assessments, support plans, health plans and person-centred support, ensuring that outcomes can be monitored, met, and evidenced in, our operations system
2. I build and maintain excellent working relationships with professionals, referrers and stakeholders, including, but not exclusive to commissioners, families, carers, staff, neighbours and the wider community.
3. I assist the Support Manager to improve the support people receive, identifying meaningful opportunities for involvement of people we support in shaping their life, their home and inputting into the organisation.
4. I lead by example and provide hands on support to people we support when required

5. I actively promote a healthy lifestyle and enable people we support to participate in their chosen social, educational, leisure and sporting activities or employment opportunities, by providing information, advice and guidance in an accessible way.
6. I thrive in ensuring two-way communications are in place and proactively engage with multi disciplinary teams providing meaningful outcomes for the people we support, including GPs, Social Workers, families, day opportunities and other key stakeholders.
7. I am willing to work flexibly according to the needs of the organisation and I take part in Local On-Call as required and have a regular presence in locations
8. I deputise for the Support Manager in their absence

## **My Teams**

1. I lead by example by demonstrating the highest quality record keeping and providing regular feedback to individuals and teams.
2. I provide support, guidance and line management to Support Workers to ensure we deliver desired outcomes and focus on the aspirations that people supported have identified.
3. I assist the Support Manager to ensure that staff resources are managed efficiently and effectively, including the management of rotas using our electronic management system producing rota's at least 4 weeks in advance, management of additional hours, use of bank/agency and compliance with working time regulations.
4. I assist and sometimes deputise for my Support Manager with the recruitment, induction and onboarding of Support Workers.

## **Quality and Compliance**

1. I help to monitor compliance with all policies and regulatory requirements; whilst striving to achieve the best possible outcomes and internal/external recognition of quality, including but not exclusive to safeguarding, DBS, EDI, GDP data protection, HR, and health and safety.
2. I assist the Support Manager to ensure all records, personal, staff and people we support data are maintained, accurate and up to date on all relevant systems and in line with GDPR and Equality, Diversity and Inclusion policies and procedures.
3. I support the implementation of change, best practice and continuous improvement and assist the Support Manager in the performance management and development of Support Workers, including coaching, regular 1 to 1s and performance reviews, and help to drive high levels of performance and standards of conduct at all times, taking advice and action to swiftly address any concerns.

4. I monitor and drive compliance of mandatory training, and service specific training.
5. I undertake the training required of me to deliver my role and complete courses that enable me to deliver that training to others, e.g. PROACT-SCIPr and Moving and Handling.

## General Duties

1. I will ensure all records, personal, staff and people we support data are managed in line with Data Management and Information Governance policies, relevant legislation, codes of practice or contractual obligations.
2. I will comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974 and Affinity Trust's Health & Safety and Safeguarding policies and notify my manager if there are any concerns.
3. I will participate in regular supervision and performance reviews, and undertake any relevant training.
4. I will work in accordance with the Affinity Trust's national policies and local operating procedures and those of external regulators or professional bodies.

The list of duties is not exhaustive; the line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.

## Who I am?

### I have the essentials covered:

1. I am committed to Affinity Trust's values and implement them in everything I do.
2. I have the necessary skills to work proactively and collaboratively with others; I am creative, adaptable, and bring a positive enthusiasm to my work.
3. I can assess, plan, and monitor support to achieve and evidence outcomes.
4. I have excellent time management skills with the ability to plan & prioritise a complex workload.
5. I have an understanding of budgets and how to manage them, and/ or the willingness to learn this.
6. I am committed to leading, mentoring and coaching teams within a health and social care setting.
7. I have an understanding of dealing with and reporting Incidents/Accidents/ near Misses and Safeguarding reporting.

8. I have excellent interpersonal skills and the ability to communicate confidently with colleagues of all levels.
9. I demonstrate commitment to equality, diversity and inclusion.
10. I have knowledge and understanding of CQC/SCI Regulations and reporting requirements.
11. I have knowledge and understanding of the Mental Capacity Act and Deprivation of Liberty Standards.
12. I have an NVQ 3 / QCF Diploma in Health & Social Care related subject or willing to work towards.
13. Competent IT skills – proficient in the use of Microsoft Office and organisation systems, (operational, HR/Payroll and rota-systems).