

Role profile

Title: Deputy Home Manager

Reporting to: Home Manager

Purpose of Role: To oversee and maintain the care of Residents within the Care Home and in the absence of the Home Manager, take responsibility for leading the team and day-to-day running of the home.

Key Responsibilities & Accountabilities

Deputise for the Home Manager and take responsibility for delegated duties to ensure the smooth running of the Home.

Assist the Home Manager with regular 'Supervision' and Performance Development Reviews for all Colleagues in line with HC-One requirements.

Support the Home Manager, and take the lead where required, the end to end recruitment process for all Home based vacancies.

Ensure that the reporting of any ill-health amongst Residents and requests for GP / Professional visits is followed up to facilitate the appropriate care and treatment of the Resident.

Administer prescribed medicines and maintain the appropriate records in line with the HC-One's policies, procedures and NMC guidelines.

Ensure the maintenance of accurate records / notes (including incident reports) to meet safeguarding, health and safety and statutory legal requirements.

Audit care plans to ensure that all are accurate, up to date, and appropriate to meet Resident's changing needs.

Establish and maintain good communication between Residents, Relatives and Colleagues to keep all relevantly informed.

Assist the Home Manager for the delivery of clinical services and nursing practice in accordance with regulatory requirements and take responsibility within their absence.

Identify an external network of potential referrals to maximise the occupancy of the Home.

Manage, monitor and maintain budgets agreed by the Home Manager and Support Office.

Ensure a viewing room is suitably presented and available at all times to market the Home to reach its full potential.

Health & Safety

- Report immediately to the Home Manager, or Person in Charge, any illness of an infectious nature or accident incurred by a Resident, Colleague, self or another.
- Understand and ensure the implementation of the Care Home's Health and Safety policy, and Emergency and Fire procedures

Person Specification

	Essential	Desirable	Evidence
Qualifications and Knowledge	<p>Registered nurse with a current PIN on NMC Register (if a nursing home) or minimum S/NVQ Level 3 Health & Social Care.</p> <p>Knowledge of national standards, regulations and the NMC code of practice (if a registered nurse).</p> <p>Knowledge and understanding of person centred care planning process and the relevant legislative and regulatory requirements.</p>	<p>Relevant supervisory qualification or training.</p> <p>Evidence of CPD in line with NMC requirements (if a registered nurse)</p>	<p>Application Form</p> <p>Interview</p> <p>Certificates</p>
Skills	<p>Verbal and written communication</p> <p>Record keeping</p> <p>IT skills</p> <p>Time management</p>	<p>People Management</p> <p>Carrying out investigations</p> <p>Clinical Auditing</p>	<p>Application Form</p> <p>Interview</p> <p>Assessment</p> <p>References</p>
Experience	<p>Experience of a supervisory / team leader role in a Care Home with Vulnerable Adults or similar setting.</p> <p>Experience of recruiting, leading and managing a team, mentoring and developing others.</p> <p>Experience of working to the standards set by the Regulators and by external bodies.</p>	<p>Experience of taking accountability for completing person centred care plans accurately and clearly.</p> <p>Experience of proactively conducting and managing Residents' reviews taking account of the Resident or their Representatives' needs and wishes.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

Share our Principles

Accountability — Involvement — Partnership

These principles are *what* we do at HC-One to achieve our vision of being the kindest care provider.

These principles create our competencies which are linked to every role at HC-One – our expectations of all our colleagues.

Share HC-ONE Values

HC-One wants to attract, recruit, and retain its people, on the basis that their individual values and behaviours align with the values of HC-One.

1. **Kindness** – We are kind to everyone we care for, work with or meet at HC-One.
2. **Integrity** – We do what we say, keep our promises, and acknowledge any errors.
3. **Essential** – We prioritise what is important and then focus on those tasks.
4. **Simplest** – We are clear and straightforward in our communication.
5. **Best Value** – We focus on tasks that offer real value and look for the best value in everything we do.

These values create behaviours which is how we work at HC-One.

It is these values based behaviours and competencies that will be measured during recruitment and selection and performance development reviews (Ascent).

The following applies to all colleagues:

You may be required to undertake other duties appropriate to your post and/or hours of work. The company may periodically review your role profile and update it to ensure it relates to the job being performed. It is the company's aim to reach agreement on reasonable changes, but if agreement is not possible the company reserves the right to insist on changes to your role description, after consultation.

Competencies

Person Centred Care
Supports the self-esteem and dignity of Residents by understanding and promoting individuality, independence, privacy, partnership, choice, dignity, respect and rights.
Communication
Demonstrates effective and appropriate communication with Residents, relatives, colleagues, visitors and the multi-disciplinary team, in line with HC-One policy
Privacy and Dignity
Maintains the privacy and dignity of Residents by:- using appropriate actions to uphold the individual values, informed choices and wishes of Residents
Fluids and Nutrition
Ensures that Residents have access to appropriate fluids and food and nutrition in accordance with their wishes and needs and role accountabilities
Safeguarding adults and children
Recognises the signs of potential harm or abuse. Understands and demonstrates good Safeguarding practices, in line with statutory guidance and HC-One policy
Health & Safety
Understands individual's responsibilities to recognise risks and hazards and act in accordance with HC-One Health & Safety policy and Procedures
First Aid
Can summon help in an emergency and or follow first aid procedures

Handling Information

Ensure good practice through understanding the agreed ways of working and legislation regarding recording, storing and sharing Company or confidential information including whistleblowing

Infection prevention and control

Maintains good practice, limiting risks, following HC-One policies and procedures

End of life

Is kind, supportive and respectful to Residents and to those close to them, at End of Life

Clinical practice

Practices safe, kind and dignified personal care in line with the Residents wishes and plan of care. Refers to and responds to requests from colleagues and appropriate healthcare professionals and provides accurate information as required.

Medicines

Comply with HC-One safe practice for medicines, in line with role accountabilities

Catering and Food Service

Prepares and serves meals, snacks and drinks in accordance with Resident's wishes (if required) whilst complying with HC-One standards of food preparation and service

Meaningful activities

Encourages and support Residents and their visitors to participate in meaningful activities in line with plan of care and Resident's choice

Personal Development

Understands the requirements of their role and actively pursues opportunities to develop skills

Home Administration

Maintain comprehensive and accurate records in a timely manner, effectively using HC-One business systems and practices

Leadership

Engages positively and builds effective partnership with internal and external stakeholders. Actively pursues opportunities to develop teams and services.