



Job Description

Job Title:	Cairn Home Deputy Manager
Responsible to:	Cairn Home Manager
Location:	Cairn Home 58 Selborne Road Crosspool Sheffield S10 5ND
Hours:	40 hours per week on a rota basis, including evenings and weekends.
Contract Type:	Permanent

Background Information:

The role of Deputy Manager is a new post as a result of the review of the current management structure of the home. The current manager of Cairn Home is likely to be retiring within the next few years and we are looking to recruit an experienced Deputy Manager with the potential to take on the role of Manager at that time.

Cairn Home is owned and operated by Sheffield Royal Society for the Blind (SRSB), a local independent charity. The prime driver for the home is the highest quality of life for the residents, rather than financial profit. The home has recently been inspected by CQC when we were disappointed not to receive an “Outstanding” rating and the achievement of this rating at our next inspection will be one of the objectives for the Deputy Manager to contribute to.

Cairn Home is registered for 30 residents. It has 28 bedrooms, all with en-suite facilities, for permanent residents (one room is a double room) and one room reserved for respite care, also with en-suite facilities. The residents are all elderly and have some level of visual impairment and many also have hearing loss together with physical infirmities/frailty associated with their age.

Cairn Home has at least one member of the management team “on site” 7 days a week, Monday to Friday 7am to 9pm and Saturday/Sunday 8am to 3pm which will be covered on a rota basis by the two Assistant Managers and the Deputy Manager, once appointed. In addition, one of the management team is always available “on call” outside these hours. The Deputy Manager will be expected to be part of this team working on a rota basis.

Overall Purpose of Job:

To deliver a needs-led, responsive service for the residents of Cairn Home.

The post holder will be required to generally support the Home Manager in delivering outstanding care to the residents of the home whilst at the same time supporting all the staff of the home. In addition the Deputy Manager will take temporary complete charge of the home during the absence of the Manager.

Specific Responsibilities and Duties

Management of the day-to-day running of the home

- Take responsibility for the running of the home in the absence of the registered manager.
- Support the registered manager with the general management of the home working under his guidance and leadership.
- Support the registered manager in his duties to ensure the home complies with all health and safety requirements, including fire safety regulations and procedures.
- Support the registered manager in producing and maintaining systems and procedures for auditing and assuring quality of care provided by the home.

Management of resident care

- Assist residents with the planning and meeting of their personal care and other needs.
- Support to provide health supervision and attention through direct care when needed.
- Be responsible for care planning, monitoring and reviewing arrangements.
- Support with the formulation of social care and healthcare plans for new residents and with resident reviews.
- Support to control 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 medicines.
- Participate in the development of activities for residents in which they can join and which will enhance their quality of life.
- Support to ensure that the preparation, cooking and serving of food meet the required standards.

Management of the premises

- Ensure that rooms and common spaces are properly cleaned and maintained and adequately heated.
- Maintain the standards set for the appearance and upkeep of the premises, both indoors and outdoors.
- Manage, as required, any planned maintenance programmes.

Management of staff

- Supervise and support all staff, empowering them to contribute, to the best of their ability, to the efficient running of the home and the creation of the right atmosphere.
- Participate in staff meetings and in staff supervision, appraisals, training and development activities.
- Take responsibility for the management of specific staffing matters as required by the registered manager.

Administration and Finance

- Support the registered manager with the management of the home's staffing, financial and material resources, including involvement in staff recruitment and selection.
- Support the registered manager in maintaining the administrative systems for keeping records, particularly those required to comply with the current legislation.
- Support the registered manager to produce and maintain the operational policies and procedures needed to run the home effectively and efficiently, and to achieve legal compliance.
- Liaise with the finance department at head office which processes the payroll, collect residents fees, pays suppliers etc.

General Responsibilities for All Staff

Quality: To work to internal service level agreements, processes and procedures, corporate standards and external quality standards. To contribute to and participate in the quality self-assessment process, resident service audits, development of Service Procedures and Service Level Agreements.

Health & Safety: To ensure that all work is undertaken in accordance with and safety legislation rules and regulations. To follow procedures and be aware of matters that relate to the duties of the post.

Performance Management: To actively participate in the organisation's performance management processes including appraisals and work reviews.

Learning and Development: To be responsible for identifying and undertake training and development activities as agreed with your line manager.

Use of Resources: To ensure value for money and best use of resources in the role and all activities related to Cairn Home/SRSB.

Diversity: To adhere to and support Cairn Home's and SRSB's core values and carry out all responsibilities with in accordance with our Equality and Diversity Policy.

Other: The post holder may be required to undertake other duties deemed appropriate for their grade as directed by their line manager.

Person Specification

E = Essential Requirement

D = Desirable Requirement

Experience and Qualifications	E or D
NVQ Level 3 Qualification in Care	E
NVQ Level 3 Qualification in Management	D
NVQ Level 5 Diploma in Leadership for Health and Social Care or a commitment to achieve this qualification within 2 years	E
Previous experience at a senior level in a care home for a minimum of 2 years	E
Experience of person-centred planning and assessment of need	E
Experience of producing written and electronic based reports	E
Experience of empowering individuals to meet their goals	E
Experience of networking and developing meaningful partnerships	D
Experience of working in the field of visual impairment	D
Proven presentation skills	D
Commitment to own continuing professional development, attendance at further training and membership of peer networks	E
Skills and Abilities	
Ability to communicate clearly and effectively in a structured way with a range of individuals, both verbally and in writing	E
Ability to listen and empathise whilst remaining objective	E
Ability to communicate with staff in a professional manner - to develop and maintain appropriate positive relationships with residents, their families and outside agencies	E
Ability to collate and record statistical information to meet monitoring requirements.	E
IT literate and competent in use of Microsoft Office software including Word, Excel and Outlook, or equivalent	E
Ability to work on own initiative and liaise with the registered manager as and when required.	E
Ability to work corporately and represent Cairn Home/SRSB at corporate and service level	E
Ability to prioritise and manage own workload	E

Qualities and Competencies	
Self motivated	E
Personal commitment to equal opportunities and anti-discriminatory practices	E
Ability to motivate and support others	E
A commitment to empowerment	E
Conscientious and thorough in record keeping, data collection and data protection to support service delivery and development	E
Other Requirements	
Ability to travel for events such as training, forums etc	E
This post may require some very occasional UK travel and may include occasional overnight stays	E
Appointment is subject to an Enhanced DBS check and satisfactory references, including a reference from your current/most recent employer	E

Behaviours

Deliver results

- Motivates and develops others to continually exceed standards and expectations.

Engage Residents

- Makes systems and processes more customer-friendly, and acts as key “go to” person for residents.

Engage others

- Coaches and mentors others in the development of supportive and trusting relationships with colleagues, residents and others which develop and enhance the service and organisation’s profile and reputation.

Set Direction

- Demonstrates awareness of commercial and financial considerations.
- Drives and enables creativity, innovation, improvement and new activities for team and service which contribute to sustaining organisational success.
- Manages change effectively, recognising and addressing the impact of change on staff, residents and their families.

Lead and inspire

- Creates and leads high performing teams, recognise the importance of leadership in own role and take steps to improve ability to lead and motivate others.
- Displays resilience and takes a rational approach.

Personal impact

- Achieves positive outcomes for residents, demonstrating confidence, passion and authority.

Benefits

Life Assurance

All staff are covered under a life assurance policy for twice their annual salary.

Pension

You will be auto enrolled in SRSB's staff pension scheme immediately and contribute 1% of your gross earnings (plus employer contribution 1%). This percentage is due to increase to 3% employee (employer 2%) in April 2018 and 5% employee (employer 3%) in April 2019, subject to the government not deferring these increases. If you wish to contribute over and above this percentage you may do but SRSB will not match this extra contribution. This is a 'money purchase' scheme and is contracted in to SERPS.

Holidays

The holiday entitlement for full time employees is 28 days per year including statutory holiday entitlement. The holiday year runs from 1st January to 31st December.