

Job Description & Person Specification – Deputy Care & Support Manager

Employer:	Camphill Milton Keynes Communities Ltd. Japonica Lane, Willen Park South, Milton Keynes, MK15 9JY	Issue Date:	October 2017 Revised May 24
Job Title:	Deputy Care and Support Manager		
Reports to:	Registered Manager		
	<p>Main function of the job: (Note: In addition to these functions, employees are required to carry out such duties as may reasonably be required).</p> <p>To lead in partnership with the Registered Manager and Care & Support Team to provide high quality care and support to residents with learning disabilities - in line with Camphill Milton Keynes Communities values and principles, best practice, government legislation, contract and audit standards and service sustainability.</p> <p>To assess prospective residents in collaboration with the registered manager, monitoring and responding to referrals and progressing their admission and in house assessment.</p>		
Location:	Camphill Milton Keynes Communities Limited.		
Supervisory Responsibilities:	<p>To provide supervision and support to Care & Support staff within the organization including House Coordinators, Senior Support Workers and Support Workers as required.</p> <p>To provide out-of-hours on-call support for the organisation on an agreed rota basis including evening and weekends.</p>		
Main Duties (not in any order of priority):	Management of the Organisation:		
	1. To support the Registered Manager and Care and Support Coordinator in the administration, management, delivery of and governance of care and support activity across the community.		
	2. To regularly audit Care and Support Planning and risk assessment procedures and systems throughout the organisation, and provide feedback to other managers.		
	3. To work collaboratively with the CEO, Registered Manager and the Strategic Management team to assess prospective residents, organise transition work and support safe, effective admissions.		
	4. Create and uphold an open, positive and inclusive management culture.		
	5. Participate in the development and implementation of relevant policies and procedures.		
	6. Share in the development of strategic plans for CMKC and supporting with the development of new projects and the contribution of new ideas.		
	7. Participate in the evaluation of CMKC against agreed organisational goals, as well as business and quality objectives.		
	8. To attend and, where appropriate, chair internal and external meetings/events when required. To organise and support community events, celebrations and activities where required.		
	9. To develop professional relationships and contacts with referring and funding professionals such as social workers and managers within Milton Keynes and other areas.		
10. To support House Coordinators, the Registered Manager and the Care and Support Coordinator to ensure that timetables and rotas are maintained to ensure the safe delivery of support from the correct level of			

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		staff.
		11. To contribute towards the administration of waiting lists for prospective new residents.
		12. To provide on-call management support at evenings/weekends on an agreed rota basis.
		13. Work in a cost-effective manner. Contribute to budget monitoring and setting in liaison with CEO & other Managers.
		14. To participate in formal induction and development programmes for new staff, delivering training about the setting.
		15. Support potential residents and families with information relevant to their application for funding in their locality.
		16. Put forward robust and assertive responses to funding challenges with accurate and timely information to support applications.
		17. Deputise for the registered manager in His / Her absence.
		18. Provide support cover in houses as part of the Rota as agreed within the Care and Support Management Team (including evening and weekend cover).
		19. To assist Senior Support Workers with their development, including their supervision and enrollment onto the internal development programme.
		20. To support the Recruitment Manager and Care management team with recruitment activities.
		21. To ensure that CMKC maintains an accessible communication standard for residents.
		22. To ensure that Health and Safety and infection control practices are maintained at a high level.
		23. To ensure that the systems used by the organization are implemented and used correctly.
		24. To maintain accurate records of referrals and their progress to admission, reporting regularly to the registered manager and CEO on progress.
Main Duties (not in any order of priority):		Professional Responsibilities:
		1. Keeping up-to-date with the latest care and treatment methods and relevant legislation.
		2. Supporting the creation and implementation of the weekly / monthly care staff roster using Access people planner and related software tools with a view to leading this process.
		3. To assist all staff in assessing, monitoring and reviewing social care needs of Residents using Nourish or other care management software and leading upon monitoring and implementation of the system.
		4. To assist all staff in the production of person-centred and outcome based support programmes for Residents.
		5. To assist staff in mental capacity assessments for Residents.
		6. To assist staff with welfare benefit applications and reviews for Residents.
		7. To complete Local Authority social care reviews of care packages and financial assessments.
		8. To assist in producing Situational and Person-Centred Risk Assessments regarding regular or specialist activities or environmental needs which may be relevant to Residents.

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		9. To identify issues relating to an individual's condition and vulnerability, and to support Care Planning and risk assessment which safeguards the individual.
		10. Working as part of the safeguarding team to ensure that there are effective and robust systems in place to address safeguarding issues.
		11. To attend multi-disciplinary team meetings and contribute to the modification and negotiation of Care Plans and packages.
		12. Support the creation and maintenance of a culture of performance and excellence through staff delivering person centered and outcome orientated care and support.
		13. Establishing and maintaining internal record keeping services using technology and internal systems to its best effect.
		14. Attend and participate in local provider forums.
		15. Support the Registered Manager in the production of shift rota plans using agreed systems and protocols.
		16. To lead on advanced care planning and End of Life care for residents where required.
		17. To maintain a tracker of required clinical equipment used within the community and ensure that this is safe and maintained appropriately.
Main Duties (not in any order of priority):		Professional Long-Term care Leadership:
		1. To work towards additional strategic qualifications or to undertake specialist training either in line with the person's own goals or according to organisational need.
		2. Encourage innovative methods for the delivery of care.
		3. Seek opportunities for personal and professional growth.
		4. Comply with CMKC policies and procedures and Code of Conduct for Adult Social Care Workers in England.
		5. Support and promote Positive Behavior Support (PBS) approaches, plans and learning alongside colleagues.
Working Hours:		Nominally 37.5 hours per week, subject to achievement of goals and objectives. The person will be expected to participate in an on-call facility including evenings and weekends and maybe part of a rota which includes out of hours work as required.
Knowledge, Qualifications, Skills and experience required:v	Essential	1. A relevant professional qualification, Level 5 Diploma in Leadership in Health and Social Care as a minimum, or an RGN/Social Worker/OT/SALT qualification. At least 5 years working in social care with 3 years of management / supervisory experience, ideally at a senior level.
	Essential	2. Knowledge of applicable legislation including the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Part 3), The Care Act 2014, Mental Capacity Act 2005 and relevant best practice and guidance.
	Essential	3. A range of experiences of providing effective support for one or more of the following groups: adults with learning disabilities, autism or mental health conditions and their families/carers within the statutory or private sector.
	Essential	4. Ability to work as part of a team, including multi-disciplinary teams.
	Essential	5. Excellent interpersonal skills, with the ability to work and empathise with a diverse range of people, particularly individuals with learning disabilities.
	Essential	6. Ability to write concise reports and to communicate sensitively and effectively with a range of stakeholders.

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	Essential	7. Ability to summarise, analyse and evaluate complex information.
	Essential	8. Ability to undertake a range of adult social care assessments, including reviews of care packages, and to develop, implement and monitor robust care/support plans.
	Essential	9. Ability to maintain up to date records.
	Essential	10. Computer literacy and the skills necessary to work with information management systems and produce good quality data in a variety of formats. Competent in the use of technology including; MS Word, Excel, PowerPoint operation of server based file storage and MS Outlook for email and calendars, and electronic systems used for care and support delivery.
	Essential	11. Proactive, self-directing and organised, with the ability to plan and meet deadlines and anticipate challenges.
	Essential	12. Ability to question, challenge, solve problems and negotiate.
	Essential	13. Able to manage own work load and time effectively and to support others.
	Essential	14. Flexible and able and willing to adapt to change.
	Essential	15. Demonstrates ability to maintain confidentiality whilst communicating effectively on a “need to know” basis.
	Essential	16. Ability to actively support and promote Equal Opportunities.
	Essential	17. An understanding of and interest in the Camphill Movement and its values and principles in a contemporary social care setting.
	Essential	18. A leader first and an effective manager supporting less experienced staff.
Other:	Essential	19. Current clean UK driving licence
	Essential	20. DBS clearance