



Job Description

Role	Deputy Manager	Employment Type	Permanent – Full Time
Location	Northampton and surrounding area	Reports To	Registered Manager

All applicants are considered based on their experience and qualifications and in line with our equal opportunities policy.

Purpose of the Role

Personalised 4 Autism supports individuals across the autism spectrum with a wide range of needs and may also have other medical needs such as epilepsy. The aim of our deputy manager is to support the registered manager oversee the registered services and community packages across Northamptonshire. The role will require you to ensure the quality-of-service provision meets the required standards set out by the CQC. You will lead by example delivering quality support to individuals across the service, developing a positive culture while maintaining high professional standards in all areas. You will be responsible for supporting management, through leadership and motivation of the team leaders and the support teams through existing structures. This is in an overview of the role and is not an exhaustive list of the duties. There are other activities that will fall within a reasonable scope of the role and over time this may be subject to change and may evolve depending on the people we support.

Overview of Responsibilities

- Support and deputise with regular supervisions, appraisals, probation, investigation etc. meetings with staff under your supervision in line with the company's policy and procedures.
- Ensure that standards of care are being met across the area, with particular attention to any prescribed medicine, care plans and outcomes, record keeping and the health and safety for both individuals and staff.
- Assist with managing support rota's while the registered manager is unavailable ensuring our service users are receiving the correct support within the agreed budgets and parameters.
- Enable Individuals to achieve independence as far as possible in all areas of their life by providing appropriate information and support (practical and emotional) to make choices in areas such as running of their own homes, finances, personal goals and the support we provide.
- Create opportunities for social and leisure activities encouraging individuals to present themselves as valued members of the local community as well as supporting individuals with communications with other organisations.
- Apply appropriate intervention techniques for the protection and safety of the individual being supported and others during times of anxiety.
- Provide a safe and comfortable home for the individuals we support, provide first aid, lead on health and safety assessments, fire drills and audits and ensure procedures are followed by all staff and maintenance issues are addressed.
- Take a lead role to ensure all records are maintained and updated accurately in line with company procedure including the care plans, incident reports, daily notes, as well as general administrative task for running of the service.
- Ensure you and your team operate within and are aware of the company policies and procedures as well as addressing any occasions when these are not being adhered too.
- Support your team to write individualised programmes, reports and care plans for the people supported by your team demonstrating the ability to deliver using Autism specific educational tools and equipment.



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- Liaise with outside entities such as parents, social workers, medical professionals, local authorities, police force as required promoting good working relationships and a positive impression of the organisation. This includes attending “care reviews” and other meetings specific to the people you support and those supported by your team.
- Ensure the rights of the individuals we support, and colleagues' rights are always protected and treated with respect.
- Play an active role as part of the “on call” rota as required, to provide advice and other needs, that may be required outside of the standard office hours.
- Maintain confidentiality about individuals, colleagues, and the company by ensuring all personal data is secure and security measures are followed.
- Identify development needs and coordinate and deliver training to those under your supervision and ensure that all learning is implemented within the service.
- Actively seek and provide development opportunities beyond the compulsory training requirements and encourage a culture of continuous development by demonstrating enthusiasm in assigned training activities and additional development opportunities such as NVQ.
- Participate in regular supervision, annual appraisal, employee surveys, and promote policies and procedures throughout your activities.

Personal Specification

- Ability to communicate effectively and sensitively with different people using a variety of methods including other professionals
- Display enthusiasm and a positive attitude towards the people we support
- Ability to demonstrate empathy and be supportive to the individuals we support
- Display a positive approach towards a culture of learning and working effectively as a team
- High level of integrity and honesty
- Display a flexible attitude towards the needs of the service
- Strong administrative/IT skills in relation to records
- Ability to work on your own initiative and comfortable with lone working
- Full UK driving licence and access to a vehicle with business use insurance
- Ability to evaluate and monitor service delivery
- Ability to manage and lead care packages to a good standard

Experience

- Previous experience in a care setting of at least 4 years (essential)
- Previous experience managing staff of at least 1 year (essential)
- Hold an NVQ level 4 or equivalent in health and social care or working towards (essential)
- Knowledge of safeguarding principles (essential)
- Recent experience of the Care Quality Commission (desirable)
- Experience working with individuals with autistic spectrum disorders (desirable)
- Involved in a “On call” rota or similar out of hours support (desirable)



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Highlighted Working Conditions

- The service we provide is spread across the Northamptonshire area and travel between individuals' homes or activities will be required with the possibility of transporting individuals to and from events
- Working patterns varies between the hours of 7:30 am till 10:15pm including weekends and public holidays with scope of additional sessions and “sleep in” opportunities with rota’s available 4 weeks in advance. The role will include being available for out of hours advice
- The role will involve some lone working with service users in either their home or in the community, however you will have access to support when on shift through our “on call” system

Employment Package

- ✓ 28 days holiday (inclusive of bank holidays)
- ✓ Salary from £21,000
- ✓ Average 37.5 hours per week
- ✓ Sleep in allowance
- ✓ 45p per mile mileage allowance
- ✓ Workplace pension scheme
- ✓ Recommend a friend scheme
- ✓ Cycle to work scheme
- ✓ Quarterly staff recognition awards
- ✓ Opportunity to complete related qualifications