

Job Title: Deputy Manager
Reporting to: Home Manager



About the role

The Deputy Manager is part of the Home Management Team, the heart and soul of our Homes, embodying leadership, compassion and dedication to the wellbeing of residents and team members alike. The Deputy Manager plays a key support role in creating a nurturing and supportive environment where residents feel safe, valued and respected, and where staff are empowered to deliver high-quality care with professionalism and clinical excellence.

The Deputy Manager works closely with the Home Manager to oversee every aspect of the Home's operation, from ensuring regulatory compliance and financial sustainability to fostering a culture of continuous improvement. The Deputy Manager leads by example, inspiring their team to uphold the highest standards of care while also providing support and guidance.

The Deputy Manager supports the team in building meaningful connections with residents based on trust, rapport and create a sense of community and belonging within the Home.

OUR HOMES PROVIDE AN ENVIRONMENT WHERE INDIVIDUALITY IS EMPHASISED AND THE PRIVACY AND DIGNITY OF ALL OUR RESIDENTS IS RECOGNISED

Duties and Responsibilities

- Assist the Home Manager in the overall management and administration of the Home including budgeting and regulatory compliance, in addition to ensuring the highest level of clinical care.
- Provide leadership and supervision to the team, assisting with absence management, recruitment and selection, training and development, performance management and retention, as well as workforce and contingency planning.
- Ensure the delivery of high-quality, person-centred care and support to residents in accordance with individual care plans, regulatory standards and best practice.
- Monitor and evaluate the effectiveness of care delivery and processes, identifying areas for improvement and implementing changes as needed in collaboration with the Home Manager and care teams.
- Act as a role model and mentor to the wider team, promoting a culture of professionalism, compassion and excellence in care.
- Responsible for the line management of nominated staff, leading on professional supervisions in the Nursing Team by providing direction, maintaining standards, and promoting continuous professional development.
- Demonstrate accountability and professionalism, holding regular staff meetings to ensure a co-ordinated and consistent approach to care.
- Support with the resolution of any complaints promptly and with discretion, escalating to the appropriate person if required.
- Work closely with the Human Resources and Operations departments to establish healthy working practices, and ensure staff receive the relevant information regarding their health, safety and wellbeing.
- Ensure all relevant policies and procedures are in place and are followed by all staff throughout the Home.
- Carry out and ensure that all necessary risk assessments, e.g. Clinical Risk Assessment, COSHH, Legionella, Moving and Handling etc. are carried out in a timely manner.
- Oversee the induction of new staff, ensuring statutory as well as other training is completed, maximising the ability to become integrated into the new working environment as soon as possible.

- Work with local, regional and operational management teams to develop and implement new services within the Home, including specialist care provisions, as required.
- Ensure positive relationships are maintained with all Stakeholders and the Home is continually driving forward, meeting organisational priorities as well as the individual needs of the residents.
- Assist with assessing resident occupancy in the Home, meeting required targets to ensure continued success of the service, as well as identifying opportunities for generating growth.
- Support the Home Manager with the security, confidentiality and accuracy of all records, personal data and information contained within computerised and paper-based systems.
- Remain committed to professional and personal development, up to date with current developments, best practices and innovations in elderly care, nursing management and health care.
- Assist the Home Manager in delivering an on-call system, including shared responsibility for evening and weekend on-call cover, responding to operational issues and ensuring continuity of care.
- Undertake any other duties that may be reasonably required as designated by the Home Manager.

About you

- Right to work in the UK.
- Sound working knowledge of the statutory requirements associated with the care of elderly people.
- An active NMC pin as a Registered General Nurse with a minimum of 5 years' experience AND at least 2 years' experience gained as Nurse in Charge.
- Comfortable working to agreed short and medium-term objectives where professional judgement and/ or operational decisions will have a gradual but measurable impact at local level.
- Solve problems based on acquired systematic knowledge and experience, usually requiring the adaption of new and existing systems and processes in response to operational needs.
- Have excellent communication and interpersonal skills as key features of the role will usually involve activities such as coaching, counselling with residents, their families, and local external partners.
- Be familiar with changing current issues and ensure these are applied and implemented within the care home setting.
- Be competent using a range of IT programmes and packages.

Additional information

- Disclosure and Barring Service - you will need to complete an Enhanced Access NI disclosure. Access NI is a branch of the Department of Justice. Their role is to process applications from members of the public who require a criminal record check for employment purposes. Healthcare Ireland require 3 forms of ID to process this check.
- Nursing and Midwifery Council (NMC) - an independent regulator for nurses and midwives in the UK and nursing associates in England. You are required to hold an active UK NMC pin for this role. NMC promote high educational and professional standards, maintaining the register of professionals eligible to practise as well as investigate concerns about nurses, midwives, and nursing associates.