DEPUTY MANAGER

Maternity Cover – Fixed Term Contract

Job Description and Person Specification

HARMONI

people + potential

Location:	Stricklands Care Village, Downshire Road, Bangor West
Reporting to:	Registered Manager
Working Hours:	37.5 hours per week Monday to Friday
Contract:	Fixed Term maternity cover, anticipated 10 months
Salary:	£34,125 (£17.50 per hour) plus on call allowance
Start Date:	Anticipated February 2027, or earlier by agreement

The Service:

Stricklands Care Village, situated in Bangor, provides supported living accommodation and care services for adults with a range of disabilities and support needs.

Our approach focuses on promoting independence, choice, dignity and social inclusion, enabling residents to live fulfilling lives within their own homes and communities.

The service operates 24 hours a day, seven days a week.

Job Purpose:

We are seeking a motivated and capable individual with supervisory or management experience to support the Registered Manager in the effective day-to-day management of Stricklands Care Village.

The Deputy Manager will provide operational leadership, oversee staffing arrangements, maintain high standards of person-centred care and support, and ensure compliance with regulatory requirements.

The post holder will deputise for the Registered Manager when required, ensuring the continued safe and effective delivery of the service.

The post holder will be expected to operate in line with our workplace values which are:

Workplace Values

- **Dignity and Respect**
- **Learning and Reflection**
- **Working Together**
- **Commitment to Quality Care and Support**

Main Duties and Responsibilities

- Support the Registered Manager in overseeing the daily operation of Stricklands Care Village, ensuring safe, effective and person-centred care and support.
- Provide leadership, supervision and development to Support Workers and the wider staff team, promoting a positive and accountable working culture.
- Manage staff performance, attendance and conduct in accordance with HarmonI policies and procedures, working with HR where appropriate.
- Manage staff rotas (CareControl), deployment and overseeing Seniors allocation of absence cover, ensuring appropriate staffing levels and effective use of resources.
- Participate in recruitment, probationary reviews, supervision and appraisals, supporting staff development and performance.
- Oversee with Registered Manager that care and support plans and risk assessments reflect residents' individual needs, choices and agreed outcomes.
- Support compliance with RQIA requirements, Supporting People standards, relevant legislation and organisational policies.
- Monitor the quality of care and support through audit checking, observations and record reviews, taking appropriate action to address concerns and improve standards.
- Ensure safeguarding concerns, incidents, complaints and risks are managed, recorded and escalated appropriately.
- Promote compliance with health and safety, medication management, infection prevention and control, and other relevant procedures.
- Maintain accurate records and management information, ensuring effective communication and information sharing across the service.
- Build positive working relationships with residents, families, health and social care professionals and partner organisations.
- Encourage teamwork, effective communication and reflective practice, promoting a supportive and professional working environment.
- Participate in the emergency on-call rota and respond to operational issues outside normal working hours.
- Deputise for the Registered Manager during periods of absence and undertake delegated management responsibilities.
- Work flexibly to meet the needs of the service, including providing direct care and support when necessary.

Dignity and Respect

- Lead by example, treating residents, colleagues and others with dignity, fairness and respect.

- Promote residents' rights, independence and choice, maintaining confidentiality and professional boundaries.

Learning and Reflection

- Encourage staff development, constructive feedback and continuous improvement.
- Reflect on practice and use learning from incidents, feedback and experience to improve service delivery.

Working Together

- Build positive working relationships and promote effective communication across the service.
- Support teamwork, address concerns constructively and ensure staff understand their responsibilities.

Commitment to Quality Support

- Maintain high professional standards and take responsibility for safe, effective and person-centred services.
- Monitor performance, address areas for improvement and respond effectively to operational challenges.

Note: No job description can cover every issue which may arise within the post at various times. The job holder is expected to carry out other duties from time to time that are broadly consistent with those in this document.

Person Specification
Education/Qualifications **Essential:** • Level 3 qualification in Health and Social Care or an equivalent relevant qualification. • Current NISCC registration. **Desirable**: • Level 5 qualification in Health and Social Care.
Skills/Experience: **Essential:** • A minimum of three years' experience working within supported living, disability services or domiciliary care, supporting adults with disabilities or complex needs. • At least one year's experience in a supervisory, team leadership or operational management role, with the ability to demonstrate current management knowledge and skills. • Experience of managing performance and maintaining professional standards. • Good knowledge of safeguarding, risk management, person-centred care and relevant health and social care regulatory requirements.

- Experience of coordinating staffing arrangements, managing competing priorities and making effective operational decisions.
- Strong communication and interpersonal skills, with the ability to manage sensitive or challenging situations professionally.
- Strong IT skills, including proficiency in Microsoft Office and the ability to use electronic systems for rota management, record-keeping and reporting.
- Ability to work independently, exercise sound judgement and respond effectively to operational pressures.
- Full driving licence and at least two years' driving experience. Applications will also be considered from individuals whose disability prevents them from driving, provided they can demonstrate how they will meet the mobility requirements of the role.
- Flexibility to meet the requirements of a 24-hour service, including participation in an emergency on-call rota.

Desirable:

- Previous experience as a Deputy Manager or in a comparable management role within an RQIA-regulated service.
- Experience of using electronic care management systems, such as Care Control.

Values:

Ability to demonstrate understanding and apply our workplace values. These are embedded in all roles and applicants must evidence their values as part of the application process.

- Dignity and respect
- Learning and reflection
- Working Together
- Commitment to quality care and support

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