

Job Description & Person Specification

Position: Deputy Care Manager

Reports To: Registered Home Manager

Contract: Permanent

Hours Per week: 37.5

Our Values and Behaviours

To act in accordance with “Our Values and Behaviours” at all times when delivering your role, ensuring that “Kindness”, “Respect”, “Belonging”, and “Empowerment” are fundamental to your behaviour.



In addition to undertaking the accountabilities as outlined below, the post holder will be expected to fully adhere to all Norwood policies and procedures which are referenced in the employment contract and Norwood's intranet.

Role Summary

This is a senior frontline leadership role supporting the Registered Home Manager with the day to day delivery of a safe, high quality and person centred service for adults with learning disabilities. The postholder will provide confident leadership and supervision to staff, support their development and performance, and ensure people receive active support that promotes choice, independence and self advocacy. Key responsibilities include support planning and risk assessment, medication administration, accurate record keeping, responding to emergencies, supporting service budgets and maintaining strong relationships with families, advocates and professionals.

Key Accountabilities

1. To ensure that positive relationships with service users' families, advocates and other professionals are developed and maintained in a professional manner. When relevant consult with service users' families, advocates and other professionals to ensure they are supported through any change and/or developments that may affect the lives of the service users.

2. Under the direction of the RHM to give confident, clear and informed leadership to staff. Provide support, supervision, development and mentoring to all staff, maintaining records to an agreed standard.
3. To support the manager in monitoring and maintaining the services budget and that spending for the service remains within set parameters.
4. To support and develop staff within the service using appraisal, supervision and training using practice leadership and observations to establish needs.
5. To contribute to the development of new policies and practices within the Home and to maintain systems for evaluating the effectiveness of any changes, ensuring that all relevant documentation is recorded and updated regularly.
6. To prepare and maintain accurate records relating to individual service users and home systems. Maintain and monitor management information, etc. ensuring the maintenance of appropriate levels of confidentiality.
7. To take a lead in the identification of service users needs and wants and supporting the manager and team leads to formulate strategies to meet these in all areas including recreation, leisure, health, culture, employment, etc. Provide a high quality engaged and active support' to service users based on their individual support plan /programmes using a Person Centred approach.
8. To administer medication to service users in accordance with individual need and in accordance with Norwood policy and procedures. Take initiative in dealing with emergencies such as medical / challenging situations.
9. To create and maintain positive relationships with service users in a Person Centred approach. Take a lead role in empowering service users to achieve greater levels of self-advocacy and independence. Support service users in developing positive relationships with relatives, peer groups and other professionals.
10. To actively support the initial and ongoing assessments of people we support that may be being considered to move into the service.
11. To ensure a non-aggressive, non-abusive and non-aversive approach to addressing challenging behaviour. Planned intervention may include SCIP pro-act procedures.
12. To accompany and support service users' activities, outing and holidays as required.

Person Specification

	Essential	Desirable	Evidence
Qualification(s)	▪ Willingness to undertake the Skills for Care Induction ▪ Qualified QCF Level 3 or NVQ Level 3/4	▪ Qualified QCF Level 5 ▪ First Aid	Cover Letter / CV / Onboarding
Experience	▪ Work in a residential/supported living setting including supervisory responsibilities ▪ Care and Support of Adults with Learning Disabilities	▪ Work with Adults with Learning Disabilities in a residential or similar setting ▪ Proven experience in staff development and performance management.	CV / Interview / Onboarding

	▪ Person centred planning, care and support planning and risk assessment		
Knowledge & Training	• Current key Legislation including the Care Act (2014) and Health and Safety at work • Understanding of Learning Disabilities • Strong Literacy and Numeracy skills • Commitment to an inclusive approach to service planning and delivery • Understanding and ability to support people with a range of communication and behavioural needs • Understanding of right care, right support, right culture.	• Person Centred Planning • Person Centred Approaches and Active Support • Understanding and awareness of the Jewish culture • Willingness to engage in development of staff training and engagement.	Cover Letter / CV / Interview
Personal Qualities & Attributes	• Ability to work as part of a team and as a lone worker • Ability to work independently and creatively using own initiative • Ability to communicate effectively with a variety of stakeholders • Willingness to work flexibly to meet individual needs including	▪ Creativity ▪ Person Centred Risk Taking ▪ Clean UK driving License and willingness to drive for work (own vehicle or Norwood vehicles)	Cover Letter / CV / Interview

	weekends, evenings and nights • Self motivation and initiative • Ability to work under pressure • Enthusiastic and positive attitude and approach •		
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All roles require a DBS check and satisfactory clearance under Norwood's safer recruitment policies. We are committed to safeguarding the wellbeing of our people and maintaining a respectful, safe environment.

This job description is not exhaustive and may be updated as accountabilities evolve.