

AGENDA FOR CHANGE NHS JOB EVALUATION SCHEME JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Deputy Care Home Manager

Reports to (insert job title): Care Home Manager

Department, Ward or Section: Seaforth House care home.

CHP, Directorate or Corporate Department: North Highland, Inverness

Job Code: **SMOUNESCAREMGMT01**

No of Job Holders: 1

Effective date of this job description: TBC

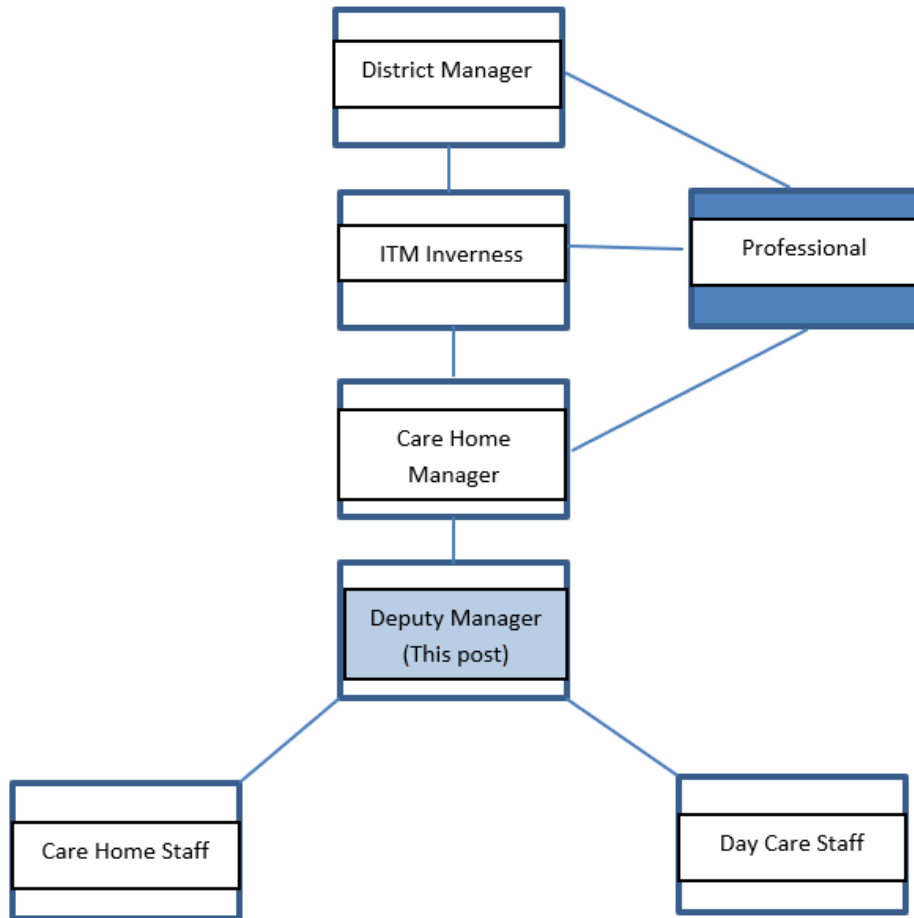
2. JOB PURPOSE

1. To act as Deputy to the Care Home Manager.
2. To manage the Care Home on a day-to-day basis.
3. To lead the work of the Care Team, including support staff.
4. To develop and maintain care plans.
5. To ensure all care plans are up-to-date and relevant to the needs of service users.

3. DIMENSIONS

1. Seaforth House cares for older adults in the Highlands district.
2. 14 long term residential beds, 1 respite bed.
3. Some Care Homes provide day care services or have a formal link with the external provision of day care services

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT OR SECTION

1. To provide care to older adults in a variety of settings.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

1. To lead the staff team in a way that promotes respect, dignity and choices for service users and is underpinned by Human Rights legislation, National Care Standards and the requirements of the Care Inspectorate.
2. To work and lead in a way which is inclusive and is focussed on achieving identified outcomes for service users.
3. To develop and maintain personal plans for service users through ongoing assessment and regular reviews, ensuring that the physical, emotional and spiritual needs of each individual are central to the process.
4. To ensure the staff team are fully involved in the development and delivery of social and recreational activities in the Care Home or elsewhere in the community.
5. To ensure staff are trained in new policies and protocols and to oversee the rollout of these in the Care Home.
6. To support the implementation of the reablement philosophy (maximising individuals' potential) and protocols for service users who will benefit from this approach.
7. To promote, develop and maintain positive relationships with service users' relatives, representatives and relevant professionals.
8. To contribute as necessary to the personal care of service users.
9. To contribute to the care of service users who are terminally ill, and the support of their family and friends
10. To contribute to the care of a deceased person, including performing last offices if required.
11. To supervise, support and direct staff on an ongoing basis, and contribute to staff appraisals and the personal development planning process.
12. To take specific responsibility for the rostering of staff to ensure adequate staffing levels at all times.
13. To ensure administration of medication in accordance with recognised guidelines and controls.
14. To ensure all necessary administrative tasks and processes are carried out fully and accurately
15. To take responsibility for the Care Home building in the absence of the Care Home Manager. Reports defects in the building to the appropriate department ensuring their timely completion.
16. To ensure the Care Home Manager is informed of all matters which might affect the effective running of the Care Home.
17. To be familiar with and to contribute to the promotion of all relevant systems, policies and procedures to ensure safe practice and best outcomes for service users.

7. EQUIPMENT AND MACHINERY USED

1. Computers
2. Hoists, slides, wheelchairs and other equipment used in the mobilisation of service users

8. SYSTEMS

1. Records and updates care plans both on paper and electronically
2. Be familiar with Violent Incident and Accident reporting procedures and comply with these at all times.
3. Responsible for the safety of money and valuables belonging to service users

9. ASSIGNMENT AND REVIEW OF WORK

1. Managed by the Care Home Manager, who is responsible for the PDP.
2. Works autonomously within protocols and best practice guidelines.
3. Supervises the work of all members of the care team, including support staff, and ensures PDPs are completed.

10. DECISIONS AND JUDGEMENTS

1. Uses knowledge, training and judgement to initiate, develop and update care plans for service users.
2. Organises rotas to provide 24/7 cover.
3. Working within agreed protocols, makes decisions on appropriate relief staffing arrangements to cover absence.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

1. Working in a reablement setting with service users who may not be motivated to regain their skills, and with staff who may be challenged by this new approach.
2. Supporting the development of the reablement approach in the Care Home.
3. Working with service users with dementia and occasionally unpredictable behaviour.

4. The death of service users with whom a close relationship has been formed.

12. COMMUNICATIONS AND RELATIONSHIPS

1. Exchanges sensitive information with service users, relating to changes in capacity or function. Uses empathy and reassurance to support service users at times of loss or trauma.
2. Uses tact and discretion to reach agreement with service users in relation to changes to care plans.
3. Provides encouragement and support for service users as part of reablement processes. This will include persuasive skills where service users are not motivated to regain lost skills and confidence.
4. To encourage and lead staff in a way which is motivating and inclusive whilst remaining focussed on outcomes.
5. Many service users have impaired understanding due to dementia or medical conditions including strokes, hearing loss etc.
6. Uses tact and patience when working with service users and relatives who may display challenging behaviour.
7. Addresses practice issues through discussion with staff; this can be challenging where there is resistance to change.
8. Undertakes supervision and appraisals in a way which promotes inclusion and enhances the learning and development experience for staff.

13. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills: Skills for using hoists, slides etc to mobilise service users using standard moving and handling techniques. Computer skills.

Physical Effort: Uses hoists and wheelchairs to mobilise service users. Assists service users to use commodes.

Mental Effort: Concentration for carrying out care tasks. Concentration on care plans and when dealing with rotas and other staffing issues.

Emotional Effort: Frequent exposure to emotional circumstances e.g. deterioration in the condition of a service user, death of a service user

Working Conditions: Occasional exposure to body fluids and foul linen.

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14. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB
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| <ol style="list-style-type: none">1. Eligible for registration as with Scottish Social Services Council (SSSC).2. Minimum of SVQ 3 in Social Care or equivalent (minimum required for registration with SSSC).3. Willingness to undertake further training to at least HNC level.4. An additional supervisory or management qualification containing supervision or management theory and practice suitable for a supervisor of a care service with a minimum of 15 credits at or above at SCQF Level or above (required for SSSC registration).5. Experience in managing or supervising social care staff through regularly acting as shift leader or equivalent.6. Sensitive to the needs of others.7. Excellent communication skills.8. Able to lead a care team including support staff.9. Able to take charge of the Care Home in the absence of the Manager.10. Trained and assessed in the administration of medicines.11. Able to demonstrate a clear understanding of the needs and wishes of older people and their carers when formulating personal plans and risk assessments.12. Able to relate to clients/service users and their carers and relatives.13. Skills to be able to assess service users and update care plans accordingly.14. Understand the importance of health and safety in the workplace and become familiar with NHS Highland's Health and Safety procedures.15. Understand equal opportunities and non-discriminatory practice. |
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15. JOB DESCRIPTION AGREEMENT

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.	
Job Holder's Signature:	Date:
Manager's Signature:	Date: