

## JOB DESCRIPTION

Job title	JCUK Deputy Manager
Reporting to	Registered Manager
Hours of work	37.5
Salary	£21,000 increasing to £22,000 after 12 months
Location	Across all schemes and services Birmingham
Contract Type	Permanent

### Job Purpose

To support the registered manager to continually develop, manage and provide a high quality person centred city-wide service to people across Birmingham within sheltered housing schemes and within in their own homes.

To ensure that vulnerable people receive the correct level of care and support subject to their needs and preferences and in line with CQC regulatory requirements.

To liaise with commissioners, organisations and individuals to develop and promote the service, working to achieve ongoing growth in clients and service hours.

To support in the recruiting and co-ordinating of the team.

To ensuring all clients' individual requirements are fulfilled.

### Essential Duties/Responsibilities

To support in managing the existing home support service and to develop and expand the service by liaising with statutory and community organisations throughout Birmingham.

To recruit and manage staff in line with organisational policies and procedures on an ongoing basis under the instruction of the registered manager.

To support in managing, coordinating and cover on a rota basis, a 24hour on call system for staff and clients

To undertake assessments of need and risk within the homes of all clients, and arrange client contracts and subsequent services based upon an agreed client service plan.

Where necessary, to work with client, family and professionals on new packages of care and ensure resources are in place to meet needs.

To manage staff to ensure a quality service is delivered that reflects the client's individual assessed needs and that adheres to CQC standards.

To liaise with commissioners and purchasers of services under the direction of the manager.

To work with the manager in achieving an outstanding CQC Registration for the service.

To liaise where requested and co-operate with CQC and Care Commission Inspectors.

To network with health and social care professionals to promote the home support service and to facilitate growth and income, attending relevant meetings wherever required and possible.

To assist the finance team with invoicing where necessary and to ensure the correct administration of timesheets to facilitate payments to staff under the direction of the manager.

To prepare statistical information and reports for line management as requested.

To undertake any administrative tasks conducive to the successful day to day management of the service.

Ability to travel throughout Birmingham and surrounding areas

To promote a positive image of Jubilee Citizens UK at all times.

To undertake other duties of relevance to this position that may be requested.

**Skills & Qualifications**

Minimum of 3 years care experience

Level 3 in Social Care & Health

Knowledge of safeguarding, GDPR and confidentiality

Proven ability to recruit and manage staff within agreed organisational policies and procedures.

Ability to assess the needs of clients and to deliver a service commensurate with those needs and within available resources.

Ability to carry out risk assessments

Ability to problem solve and to manage tensions between clients and staff.

Organisational ability that will be able to accommodate the needs of clients and staff.

To be able to manage own time to greatest effect and to deploy staff on the basis of making cost effective use of their time and resources.

Ability to gather statistical information in terms of customers and staff for internal and external information purposes.

Computer skills that encompass a basic understanding and use of word processing and database software

Understanding of requirements and expectations

Committed to delivery of high standards of care

**Special Conditions**

Disclosure and Barring Service (DBS) check will be undertaken for this role.

This is a description of the job as it is at present. It does not form part of the contract of employment.

Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder.

Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding:

Promoting good practice and prevention of harm and abuse

To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported.

**PERSON SPECIFICATION**

<b>FACTORS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Skills, Knowledge, Abilities</b>		
Knowledge of older people's needs	*	
Understanding of equal opportunities and diversity in service delivery	*	
Excellent interpersonal skills (communication, listening skills)	*	
Knowledge of person centred care planning	*	
Ability to plan, run and lead quality workshops and activities		*
Knowledge of welfare rights for older adults		*
<b>Previous Experience</b>		
Previous experience of providing care for older people		*
Experience of working in a care setting	*	
Experience of working within a team	*	
<b>Experience and Qualifications</b>		
NVQ Level 3 Health & Social Care or equivalent		*
Willingness to continue professional development	*	
Good standard of education	*	
Good IT Skills	*	
<b>Personal Characteristics</b>		
Commitment to caring profession	*	
Positive attitude towards care delivery	*	
Customer focused	*	