

JOB DESCRIPTION**JOB TITLE:** Deputy Manager**REPORTS TO:** Manager**DEPARTMENT:** Housing and Care Services**SALARY:** £34,314 to £37,035 per annum**DATE:** April 2025**REVIEW DATE:** April 2026

ROLE PURPOSE: To support the manager to ensure that the care and support is appropriate to the social, emotional, and physical needs of each tenant. To support the manager in the ongoing daily management of the service and to ensure that this is carried out in an effective and efficient manner by adhering to the associations standards , procedures and legislative requirements.

Key Area	Key Activities
<p><u>General Duties</u></p>	<ul style="list-style-type: none"> • To be aware of and actively promote the organisations policies and procedures. • To monitor household duties in collaboration with colleagues and service users in order that a safe, clean and comfortable environment is maintained. • To complete administrative duties as designated by the manager • To facilitate service user and staff team meetings. • To participate in the On-Call system as per Rota to provide support to the staff team. • Undertake such other appropriate duties/responsibilities as allocated by the Manager
<p><u>Record Keeping/ Reporting</u></p>	<ul style="list-style-type: none"> • To ensure that finances are managed according to Apex policy/procedures. • To monitor in-house quality assurance systems in the absence of the manager. • To implement an efficient staff team Rota, in the absence of the manager. Including on call Rota. • To maintain accurate recording systems, prepare reports and contribute towards multi-disciplinary meetings in accordance with all relevant legislation, National Minimum Standards and the organisations policies and procedures. • Report and record broken and/or faulty equipment to the necessary department.
<p><u>Service Users</u></p>	<ul style="list-style-type: none"> • To offer support to service users on an individual basis consistent with the aims and objectives of the service and the wider organisation. • To undertake flexible working arrangements in accordance with the tenants needs and service requirements which includes, weekends, evenings, and on call. • To contribute in the planning, delivery and reviewing of tenants personal documentation as agreed with each tenant, and assume designated keyworker responsibilities where required. • To act as an enabler for tenants, not 'doing for' the user but 'doing with' the user wherever possible. • To give practical and emotional support to service users. • To enable and encourage service users to live as independently as possible. • At all times demonstrate respect for service users and recognize their value as ordinary citizens including their right to privacy and to be treated with dignity. • To ensure that service user's rights are respected at all times and in line with the Human Rights Act and Mental Capacity Act 2005 and ensuring Deprivation of Liberty (DOL) guidelines are always followed. • To ensure that service users are safeguarded from physical, verbal, financial or material, psychological or sexual abuse, neglect,

	<p>discriminatory abuse or self-harm, inhuman or degrading treatment, through deliberate intent, negligence or ignorance, in accordance with written policies.</p> <ul style="list-style-type: none"> • To enable and support service users to make use of facilities available to the general public and to access appropriate therapeutic activities in community settings. • To maintain a comfortable, relaxed and purposeful environment.
<u>Confidentiality</u>	<ul style="list-style-type: none"> • In the course of your duties you may have access to confidential information about service users, staff or organisation business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. The organisation has a Confidential Reporting Policy for staff wishing to express concerns.
<u>Self-Development</u>	<ul style="list-style-type: none"> • To undertake training (on or off site) as directed by the Manager
<u>Communication, Team-working, Respect and Professionalism</u>	<ul style="list-style-type: none"> • To support the manager in effectively managing a staff team(s) including the delivery of supervision and appraisals, recruitment and induction. • To work as part of a team to ensure the overall care and support of people living within the service to a high standard , by ensuring full compliance to specified care /support plans and risk assessments as delegated by the manager. • To oversee the management of service users medication as per Apex Domiciliary care Medication guidelines. To complete medication competencies with key staff and attend training provided by the named pharmacist. • To work as a full and effective member of the staff team, communicating effectively and efficiently with colleagues and other staff. • Every employee is personally responsible for the quality of work, which they individually perform. It is their duty to seek to attain the highest standards achievable both individually and collectively within the knowledge, skills and resources available to them in furtherance of the organisations philosophy of pursuing quality assurance in all of its services.
<u>Health and Safety and Risk Management</u>	<ul style="list-style-type: none"> • Observe all responsibilities and carry out all duties, whether general to all employees or specific to the post, relating to health and safety in accordance with the organisations policies and any statutory requirements. • Adhere to health and safety guidelines as advised by the organisation.
<u>Data Protection 1998</u>	<ul style="list-style-type: none"> • Carry out any requirements within the duties applicable to the Data Protection Act 1998. • Adhere to the organisations policy on confidentiality and data protection.
<u>Miscellaneous</u>	<ul style="list-style-type: none"> • Adhere to the Association's Equal Opportunities Policy and commit to the principles and aims of the Equality Scheme Section 75 duties to ensure fairness and equality in all aspects of work • No job description can cover every issue which may arise within the post at various times, this job description is not a rigid or inflexible document but provides guidelines regarding the duties expected while in post.