



MacIntyre

Providing support...your way

## Job Description Deputy Manager

### Role Summary

The main purpose of the role is to support the Manager in the day to day running of the service, including deputising for them as and when required. The key responsibilities will be to assist the Manager in the management and development of the service and staff to drive the delivery of an excellent quality service for the people MacIntyre supports. At all times the Deputy Manager's behaviour, performance and conduct must promote a positive image of MacIntyre that reflects MacIntyre's vision, mission and purpose and upholds MacIntyre's DNA. The role may be required to support more than one service depending on business needs.

You will be accountable to the Frontline Manager of the service(s).

- **Our Vision**

For all people with a learning disability to live a life that makes sense to them.

- **Our Mission**

We will support a sense of wellbeing through a celebration of each person's unique gifts, talents and contributions, the quality of our relationships and ensuring the promotion of real opportunities to connect with others.

- **Our purpose**

To achieve excellence in everything we do.

MacIntyre's "*primary purpose*" is to make a positive contribution to the lives of children and adults with disabilities. We make this contribution by ensuring that all our interactions are great, that our knowledge and skills represent excellence and that we support people to develop purposeful and warm relationships. Our "*secondary purpose*" is to have a positive influence in our local communities and on our sector by connecting well, nurturing partnerships and demonstrating best practice.

- **Our DNA**

MacIntyre has a particular way of working with people and because it is so important to all our activities we call it our DNA. It is a combination of our values and the way that we put those values into actions that is unique to MacIntyre. Through our Promises and Value Base, the promotion of Great Interactions™ and Person Centred Approaches, we aim to support every person to live a life that makes sense to them, with a level and style of support of their choosing.

### Responsibilities

You will be required to carry out a range of duties within your role. The key responsibilities are detailed below but there will be other duties consistent with the role that you may be requested to undertake by the Frontline Manager of the service (s) where you work (your line manager).

#### The People We Support

1. Ensure the delivery of effective and efficient personalised services involving the people we support using the principles of co-production.
2. Ensure that the people we support are treated with respect, dignity and equality.
3. Ensure the people we support develop and maintain relationships, participate in and contribute to their local community.

4. Ensure people are supported to develop and review their person centred plans and ensure all supporting guidance, monitoring and plans are kept up to date.
5. Ensure that people are supported appropriately in accordance with their agreed plans.
6. Ensure people are supported in all aspects of their lives as required (including but not limited to administering medicines, personal and intimate care, hygiene, physical wellbeing, moving and handling, use of mobility aids and equipment).
7. Ensure that any concerns regarding the health, wellbeing, safety or safeguarding of a person we support are responded to in accordance with local protocols, regulatory guidance, best practice advice and MacIntyre's policies.
8. Ensure that each person we support has the necessary schedule and risk assessments in place at all times and that these are implemented to a high standard and reviewed as and when required.
9. In conjunction with the Front Line Manager be accountable for the health and safety of the people we support in line with MacIntyre's Policy for Health, Safety and Welfare at Work.

## Our Staff

10. Where required and as directed by the Front Line Manager, to act as Appointing Officer up to Senior Practitioner or equivalent level, in accordance with MacIntyre's Recruitment Policy.
11. To ensure that new staff experience a robust and comprehensive Induction in line with the Probationary Policy as directed by the Front Line Manager. This will include the mentoring and observations of staff in England through their Care Certificate or staff in Wales through the Welsh Induction framework, whichever is relevant.
12. Coach, train and mentor the staff team, including enabling and involving where appropriate Seniors Support Workers to deliver excellent practice which ensures positive outcomes for the people we support.
13. Conduct supervisions and appraisals with staff as directed by the line manager in line with MacIntyre Policy and guidance.
14. Take a leading role in supporting and promoting the health, safety and wellbeing of the staff team in line with MacIntyre's Policies.
15. Create, monitor and review risk assessments for staff as directed by the Front Line Manager.
16. Build and maintain effective relationships with team members to enable a reflective culture of open communication and feedback within the team.
17. Arrange, lead or facilitate team meetings as directed by your line manager to encourage two way communication and staff involvement in management decisions.
18. Take a leading role in ensuring that all aspects of the behaviour, performance and conduct of the staff team promote MacIntyre's DNA.
19. As directed by the Front Line Manager to manage issues of conduct, performance, capability and sickness in line with MacIntyre's policies.

## Quality

20. Support the Front Line Manager in shaping and delivering the service, in a way that;
  - Involves the people we support
    - Reflects the views and needs of the people we support
    - Involves families and others important to the people we support in an appropriate manner
    - Provides outcomes focused on the best interests for of the people we support
    - Takes account of the views and requirements from external stakeholders
21. Maintain a positive presence within the local community, representing MacIntyre at external events, meetings and reviews as required.
22. When required and as directed by the Front Line Manager, take part in professional meetings and reviews and liaising with appropriate professionals.
23. Communicate proactively with families, representatives and outside agencies in a professional and courteous manner and ensure a culture within the team which enables this.

24. Take a leading role in supporting the achievement and maintenance of compliance, whilst striving for excellence or Outstanding, with both internal standards and external regulatory requirements (for example, but not limited to; CQC, CIW and OFSTED).
25. Take a leading role in supporting the Front Line Manager in the appropriate responses to any identified actions as a result of audits and inspections (both internal and external).
26. Be personally responsible for the standard and quality of your own practice. In particular, that you provide an example to your colleagues and to your staff team in relation to your Great Interactions and behaviour.
  27. Be personally responsible for maintaining and role modelling professional boundaries and relationships with all stakeholders (including colleagues, commissioners and families).
28. Participate in your own regular supervision sessions and annual appraisals with your line manager, undertaking any agreed actions.
29. Be responsible for your personal and professional development, reflecting on your own practice, undertaking learning and development activities which support your continued professional development.
30. Keep up to date with and take appropriate action in relation to developments within MacIntyre and external developments relating to the sector.
31. Maintain confidentiality of information and work in line with all relevant policy and legislation including the General Data Protection Regulations (GDPR).

## Sustainability

32. Be responsible for creating the rota, as directed by the Front Line Manager, to appropriately deploy staff in accordance with the contracted support hours and the available staffing budget.
33. As directed by the Front Line Manager, to take a leading role in ensuring proper use, accounting and reporting of all finances within the services (including monies for people we support), in line with MacIntyre's financial procedures.
34. Take a leading role in supporting the Front Line Manager with regards to the allocated budgets and those elements you are directed to be responsible for.
35. Take a leading role in ensuring a healthy, safe environment for all, including the maintenance of buildings, equipment and vehicles, reporting or actioning any maintenance or repairs required.
36. Understand and work in accordance with roles and responsibilities as set out within Housing Management Agreements or property leases where applicable.
37. To participate in local first line on-call rota as required to meet the needs of the people we support 38. In the absence of the Front Line Manager you will be responsible for overseeing the service and ensuring any issues or concerns are communicated to senior colleagues.

## Leadership in MacIntyre requires you to;

1. Be person centred in your approach
2. Be visible, accessible, approachable and to "roll your sleeves up" when needed 3. To behave in a way that demonstrates you take ownership and responsibility

## Person Specification

Below is a list of the typical skills, qualities and experience that we would expect you to have to enable you to carry out this role successfully and how they underpin the Responsibilities set out in this Job Description.

Skills Qualities & Experience	People We Support	Our Staff	Quality	Sustainability
At least 2 years' experience of working with people with learning disabilities, autism or related experience.	X			
A commitment to a Person Centred Approach that is focussed on the needs and aspirations of people we support placing them at the centre of all planning.	X			
Experience of leading a team to deliver personalised services within the sector	X			
Ability to facilitate a culture of self-advocacy and co-production	X			
Skilled in identifying and accessing local networks and resources to support people to engage with new experiences and activities	X			
Experience of managing people, for example coaching, mentoring and / or supervising and appraising staff. Ability to identify and address learning and development needs of others.		X		
A working knowledge of recruitment practices including the importance of a timely, proactive, efficient approach which involves people we support		X		X
Experience of developing and maintaining effective working relationships with a wide range of stakeholders		X	X	X
Experience of leading, motivating and inspiring a team and others through your actions		X	X	
The ability to understand issues from others view points and build an atmosphere of trust and openness.		X	X	
Experience of giving and receiving (then act upon) honest and constructive feedback	X	X	X	
A working knowledge of relevant legislation including Equal Opportunities, Diversity, Human Rights, Safeguarding, Health & Safety, GDPR.	X	X	X	X
A good standard of numeracy, literacy and IT skills with the ability to effectively communicate via email, word and excel and produce written reports	X	X	X	X
A working knowledge of relevant policy, external regulators and their roles / expectations (including but not limited to CQC, CIW, HSE)	X	X	X	X
Experience of budget allocations and in particular the ability to manage available staff and other resources effectively.				X
Current driving licence (ability to travel necessary for this post) and willingness to drive company vehicles				X
Ability to achieve appropriate vocational qualifications as required.			X	X
Ability to work flexible hours including evenings, bank holidays, waking nights and weekends including on call (as and when required)	X	X	X	X