

Job Title	Deputy Manager
Responsible to	Registered Manager/Manager
Responsible for	Support Team

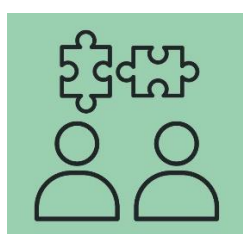
Our Values



**Respect is
our
starting
point**



**We spark
imagination**



**We learn
together to
be our best**



**We believe
in each other**

Role Purpose

As a SeeAbility Deputy Manager your role is to support the manager to lead the home/s and your team. You are responsible for securing, sustaining and promoting our charity. Maximising opportunities for people we support to live, love, thrive and belong, through the excellent personalised support your team deliver.

Leadership & Culture

- Be a visible and present SeeAbility leader through role modelling our values and behaviours that support to create an open culture where: -
 - There is fairness, we can all be ourselves and feel we belong.
 - Everyone is able to contribute and feels listened to.
 - People make their own decisions and are accountable.
 - Everyone feels appreciated, safe and able to do their best.
- Create a people focused environment and opportunities within your home/s which supports people to live, love, thrive and belong through access to the rights and opportunities available to everyone.

- Be proactive in creating and developing positive internal and external relationships. You'll play an important role in strengthening the SeeAbility brand working alongside your manager engaging with key stakeholders including commissioners, local authorities, families and the CQC.
- Support SeeAbility to achieve its strategic goals. This includes collaborating on projects and sharing key information with your team, coming up with and undertaking ideas and initiatives to help us succeed.
- Identify and embed continuous improvements and organisational change within your home through positive communication and management.
- Identification and effective management of key critical risks within the home/s, linked to our wider aim of people having the best possible life. Manage risk through problem solving, timely decision making with involvement and escalation with key stakeholders.
- Invest time in developing your knowledge, skills, and professional network to support you, your team and the organisation to thrive.

People Management

- Work alongside the manager to understand and support the delivery of contractual and legal obligations within your home/s. Ensuring that commissioned hours are fulfilled in a manner that both maximises the quality of support and is delivered in the most cost-effective manner through rota management.
- Create a flexible work environment that meets the needs of the people we support and colleagues.
- Recruit and select the right people who are aligned to our values, culture and the needs of the people we support.
- Proactively manage talent within your team through engaging with colleagues, inducting, setting expectations, reviewing progress, and identifying aspirations.
- Work with the manager in the creation and implementation of succession plans to develop and retain talent to support future growth across the organisation.
- Set clear expectations and manage your team according to our people policies and processes, accurately record information on Cascade relating to absences and performance consistently and in a timely manner to support retention.
- Take an active role in supporting your team learn and grow. Manage training requirements, provide guidance and coaching to your colleagues so they are competent, confident and engaged in their role.
- Actively complete assessments and on-going observations to ensure team competency and delivery of a high standard of support.

- Promote open and honest conversations about the well-being of your team. Get involved in local and organisational initiatives to support this.
- Identify and manage performance and conduct concerns within the team, undertake and support with informal and formal people processes when appropriate.
- Recognise and praise the efforts of individuals and teams by giving positive feedback. Participate in local and organisational initiatives that encourage this and celebrate successes.

Quality, Compliance & Safeguarding

- Inspire and empower your team to support people to achieve the quality of life they want by listening to their priorities and taking action.
- Work together with the person and their support network to deliver high-quality, safe support in partnership with a skilled and knowledgeable team.
- Follow social care legislation and regulations to keep your team and home compliant. Demonstrate and keep records of quality outcomes for the people you support.
- Make sure you and your team follow all the policies, procedures, and local/national guidelines for running a safe home for the people you support.
- Safeguard people by creating a culture of openness and empowerment. Involve the people you support, your team, and others in making informed decisions.
- Identify, manage, report, escalate, and respond to, any safeguarding concerns in line with policy and procedures.
- Support SeeAbility's reputation through understanding and being involved in your local community. Actively promote the work of SeeAbility and your home/s to local organisations, groups, commissioners, and others.
- Manage volunteers and befrienders to enable people we support to live their best lives.
- Ensure your team know how to handle personal data responsibly and follow data protection rules.

Facilities, Finance & Growth

- Understand the home/s finances and financial performance throughout the year.
- Support growth within your area of responsibility by assisting with the assessment of potential referrals to the home/s where appropriate and have an active role management of transitions.
- Identify and respond to changing needs of people we support and escalate subsequent contract requirement changes.

- Create places that people call home, with personalised touches. Ensure good maintenance and tenancy management where required. Make sure everyone respects the home and equipment and report any repairs needed and follow up.
- Encourage and promote local fundraising activities with the help of our fundraising team.

Person Specification

Qualifications	<ul style="list-style-type: none"> • Level 4 in Health & Social Care (or equivalent) or willingness to undertake.
Knowledge & Experience	<ul style="list-style-type: none"> • Knowledge, understanding and application of relevant legislation, statutory guidance and CQC regulations. • Experience supporting people with learning disabilities or autism and sight loss. • Previous supervisory experience or the ability to demonstrate good leadership and mentoring skills. • Demonstrable experience of Safeguarding legislation and processes relating to Vulnerable Adults.
Personal Qualities	<ul style="list-style-type: none"> • Ability to support, manage and develop staff. • Able to lead by example and motivate self and others, through coaching/mentoring. • Ability to work under pressure and cope with the unexpected, to respond calmly to crisis, providing appropriate solutions and seek support when required. • A good standard of numeracy, literacy and IT skills with the ability to effectively communicate via email, word and excel and produce written reports • Excellent communication skills. Experience of building positive working relationships with people we support and their families, staff and other health and social care professionals. • Problem resolution and solution focused with ability to prioritise • A commitment to promoting and protecting equality of opportunity and celebrating diversity • Willingness to further own professional development through study and training
Other	<ul style="list-style-type: none"> • Full UK driving license