

Job description

Job Title: Deputy Manager – Domiciliary Care

Reports To: Registered Manager

A **Deputy Manager in Domiciliary Care** plays a critical role in overseeing the delivery of high-quality home care services, ensuring that clients receive compassionate and professional care in their homes. The Deputy Manager works to ensure compliance with regulatory standards, effective management of staff, and the smooth day-to-day operations of the care service.

Location: Redbridge Area

Job Type: Full-time

Key Responsibilities:

1. Operational Management:

- o Assist the Care Manager in the day-to-day management of the domiciliary care service.
- o Ensure that care services are delivered in line with individual care plans and within regulatory frameworks.
- o Monitor service delivery to ensure it meets the required standards of quality, safety, and compliance.
- o Handle care package assessments and risk assessments and ensure client needs are met efficiently.

2. Staff Management and Development:

- o Supervise, train, and mentor care staff, ensuring high standards of care are maintained at all times.
- o Ensure the effective recruitment, induction, and training of new staff members.
- o Provide leadership and support to staff, ensuring that they follow care protocols and contribute positively to the team environment.
- o Conduct regular supervision meetings and performance reviews for care staff.

3. Client Care and Support:

- o Assist in developing and reviewing client care plans to ensure that care provided is personalised and appropriate.
- o Monitor and assess clients' progress, ensuring timely adjustments to care plans when required.
- o Handle any complaints or concerns from clients or their families in a professional and timely manner.

4. Compliance and Quality Assurance:

- o Ensure compliance with all relevant regulatory and legal requirements, including the Care Quality Commission (CQC) standards.

- o Maintain accurate records and documentation in accordance with organisational and legal standards.
- o Ensure that health and safety regulations are adhered to at all times.

5. Financial and Resource Management:

- o Assist with the management of the budget, ensuring the efficient use of resources and cost-effective care delivery.
- o Managing staff rotas, ensuring that care visits are scheduled and covered appropriately.

6. Emergency and Crisis Management:

- o Be available for on-call duties as required.
- o Provide guidance and support to the team in case of emergencies, ensuring that appropriate action is taken promptly.

7. Collaboration with External Stakeholders:

- o Build and maintain positive relationships with external agencies, healthcare professionals, and families to ensure a holistic approach to care.
- o Ensure good communication between care teams, clients, and families, addressing any concerns or updates promptly.

Key Skills and Qualifications:

- **Experience:** Minimum of 2 years in a managerial or supervisory role within domiciliary care or a similar health/social care setting.
- **Qualifications:**
 - o Level 3 or 5 Diploma in Health and Social Care (or equivalent).
 - o Desirable: Registered Manager's qualification or equivalent.
- **Knowledge:**
 - o Understanding of CQC regulations and care quality standards.
 - o Knowledge of health and safety regulations within domiciliary care.
 - o Experience in care planning and risk assessments.
- **Skills:**
 - o Strong leadership and team management skills.
 - o Excellent communication and interpersonal skills.
 - o Strong organisational and time management skills.
 - o Problem-solving and decision-making abilities.
 - o Competence in IT and care management software systems.
- **Personal Attributes:**
 - o Compassionate and empathetic with a passion for delivering quality care.
 - o Ability to manage under pressure and handle sensitive situations.
 - o Professional, ethical, and committed to providing excellent care.

Working Conditions:

- **Hours:** Full-time, typically [Monday to Friday, with flexibility for weekend or evening shifts as required].
- **On-Call:** Availability for on-call support and emergency situations.
- **Location:** The role may involve travelling to clients' homes within a designated area.

Benefits:

- Competitive salary
- Opportunities for career development and training.
- Pension scheme.
- Paid time off (PTO), holiday pay, and sick leave.
- Employee wellness programmes.

How to Apply:

Go to the link and fill out the google form to apply:

<https://forms.gle/8g3CuTQCLCrBjDtV9>

Interested candidates should submit a CV and cover letter outlining their suitability for the Deputy Manager – Domiciliary Care position.

This role is ideal for individuals passionate about delivering excellent care while managing a team in a rewarding and dynamic environment. The Deputy Manager will play a key role in shaping and ensuring the delivery of high-quality care services for those who need it most.