



JOB DESCRIPTION

Job title	Deputy Manager - Respite Service
Hours	38 hours per week, which may include evening and weekend work as required
Place of work	May be based at any of the organisation's locations and will attend other locations as required to carry out the duties of the post.

SCOPE OF THE POST

To Support the Operations Manager in ensuring the delivery of high quality holistic support and to create a safe and supportive environment conducive to the needs of the people we support, through high standards of professional practice.

The Deputy Manager is required to support the effective leadership of the Team and help ensure that they contribute to secure, sustain and promote the reputation of New Directions.

DUTIES AND RESPONSIBILITIES

Objectives

1. To work in Partnership with the Operations Managers and staff teams. Supporting the manager in the day to day supervision of the staff team and the service
2. To play a full role as a member of the Management Team of New Directions.
3. To support the charity and the Managers in their work with social care regulators and local authorities to ensure satisfactory standards are maintained, ensure that agreed quality assurance initiatives are implemented within the service.
4. To provide improvement, independence and choice for the people we support, making sure they are treated with dignity and respect at all times.
6. To act in the absence of the Operations Manager, with support from the operational management team.
7. To ensure policies and procedures are implemented and understood by all staff to ensure the highest standard of support.

Leadership

1. To provide leadership to all staff within your service in order to deliver the highest possible quality of support within a safe working and living environment.
2. To be a good role model for all, being approachable and present within the service, as well as being consistent in all actions and decisions.
3. To support the Managers, ensuring staff maintain clear standards of support within the service, including acting in a professional manner and ensuring people are well treated and supported and respecting equality and diversity at all times.
4. To adhere to recruitment and selection policies and procedures; and promote and encourage staff retention.

5. To support staff through induction, probation and encourage further Professional development
6. To participate in HR meetings as required, including investigations, disciplinary and grievance meetings.
7. To participate in regular meetings for the people we support, staff and stakeholders to provide and receive feedback; and administer the customer feedback questionnaire provided as part of the company's quality assurance systems.
8. To take part in the Manager's on-call rota as required.

Supporting Individuals

1. To ensure that the people we support all have an up-to-date support plan, which is regularly reviewed and actively involves the people we support.
2. To ensure all risks and risk assessments are regularly reviewed and updated.
3. To regularly monitor the delivery of support given by all staff ensuring that the physical, social, psychological and emotional needs of the people we support are recognised, assessed and met.
4. To ensure the service and its processes are fully compliant with the Mental Capacity Act and that the people we support are empowered to make choices where able and where not, that best interest decisions are made on their behalf involving relevant professionals.
5. To ensure the service is compliant with DoLS/LPS legislation.
6. To ensure every person we support has a named key worker.
7. To ensure the highest standards of support consistent with the requirements of CQC and funding authorities.
8. To support the manager to arrange and attend regular reviews with the people we support and with their appropriate professionals and support networks.
9. To meet professional and legal responsibilities with regard to the storage, handling and administration of medication.

General Management

1. To work with the managers guidance and have an understanding of the legal requirements of the Care Quality Commission (CQC) and ensure the service complies with relevant legislation and regulations.
2. To have a full understanding and working knowledge of all New Directions' policies and procedures.
3. To support the manager in completing the staff rota and ensuring that the staffing ratio meets the assessed needs of the people we support.
4. To work with the manager to ensure that any annual leave requests are authorised appropriately to ensure safe staffing levels.
5. To manage sickness absence by always conducting return to work interviews and correctly applying company policy.
6. To ensure that staff hours are recorded and sent to payroll on time.
7. Promote an open, positive and inclusive culture and ensure the people we support and staff are familiar with the organisation complaints procedure.
8. To liaise effectively with all services, building good working relationships.
9. To enable the people we support to manage their own finances where possible; and where not possible, to ensure all transactions and records are accurate, kept up-to-date and audited.
10. To ensure the security and confidentiality of records and information relating to the

service.

11. To attend Manager's Meetings and other meetings, both internal and external as and when required.

External Relationships

1. To establish and maintain good relationships with all external stakeholders.
2. To report all notifiable incidents and events to the line manager, and where requested and advised to the local authority and CQC in the specified timeframes.
3. To carry out audits where required and manage and complete any quality assurances required as a result of those audits and by the organisation.

Any other duties that may reasonably fall within the scope of this post, as may be required from time to time.

STANDARD REQUIREMENTS

Responsibilities in an emergency

Expected to respond to emergency situations involving the safety of the people we support and staff.

Confidentiality

The Deputy Manager must maintain the confidentiality of information about the people we support and staff in accordance with organisational policies and procedures and relevant data protection legislation.

Equal opportunities

The Deputy Manager must at all times carry out their responsibilities with due regard to the organisation's equality and diversity policies and promote and embrace diversity and inclusion.

Health and safety

Deputy Managers must be aware of the responsibilities placed upon them under the Health & Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for the people we support, staff and visitors.

This job description is an outline of the key tasks and responsibilities of the role of Deputy Manager and is not intended as an exhaustive list. The duties and responsibilities of the role may differ depending on the service; and may change over time to reflect the changing needs of the people we support as well as the personal development needs of the post holder.

November 2025