

Deputy Manager

Role Profile

Service: Provider Services (ASC) – Ascot House Intermediate and Discharge to Assess Unit
Band: Band 6
Reporting to: Registered Manager for Ascot House – Adult Social Care
Responsible for: Senior Support Workers



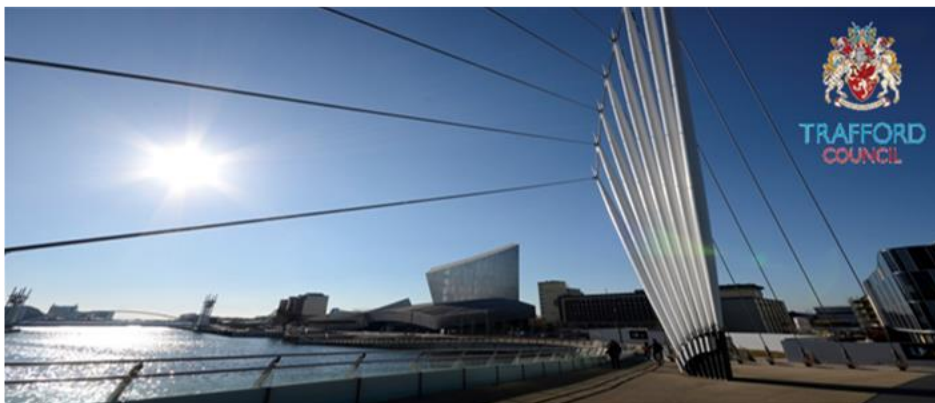
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Ascot House is a Care Quality Commissioned (CQC) registered service provided by Trafford Council and is based in Sale. The service provides care and support for people (up to 36 beds) who are medically well enough to be discharged from hospital but need short-term social work input as required. The service provides assessment and support (up to 9 beds) for people who have been discharged from hospital awaiting return to their home address with a package of care or long-term residential or nursing care placement. The building is divided into five 9 bedded units, located in the Community. The service is therapy led and operates on a multi-disciplinary (MDT) approach. The multi-disciplinary team (MDT) provides physiotherapy, occupational therapy and social work input as required. In addition, a designated GP and local community services such as nursing, podiatry, dietetics and speech and language provide support when necessary.

Your Main Priorities

- Support the Registered Manager with the overall management responsibility and safe, high-quality service delivery for Ascot House Intermediate Care and Discharge to Assess Unit.
- Support the Registered Manager to meet the registration standards set by Care Quality Commission in respect of the 'Caring, Safe, Effective, Well led and Responsive' and deliver quality improvements to the service.
- Deputise in the absence of the registered manager.
- Lead a team of support workers/senior support workers to further the service including responsibility for supervision, training and development, and awareness and understanding of Trafford's and Ascot's Policies and Procedures.
- To champion specific areas of work as required.

Key duties

- Provide support to the Registered Manager to lead, manage and coordinate the service, by determining service/team priorities and ensuring service users receive a high-quality service which empowers them to maximise their independence and make informed choices.

- Support the delivery of care and support to patients receiving Intermediate Care or Discharge to Assess. There is a requirement to prep and attend MDT and lead unit meetings to support timely discharges.
- Facilitate service user choice and empowerment through promoting independence and the personalisation agenda, and through the provision of timely support for all people discharged from hospital welcoming new patients.
- Ensure the overall effective Leadership support and supervision of staff is effective and manage poor performance at source supporting staff to develop and grow their skills and competencies.
- Contribute to strategic policies and plans regarding the service.
- Support and manage the interface between stakeholders and the service to ensure positive working relationships and to achieve good outcomes for individual's and ensure a high-quality service is provided.
- Ensure the service is compliant with external and internal regulations and standards as required from a service registered under CQC and the Council.
- Support the Registered Manager to meet its agreed Key Performance Indicators.
- Work effectively alongside other colleagues within the services to ensure the effective and efficient delivery of a flexible, high-quality service.
- Prepare reports and other statistical information as directed by the Registered Manager
- Respond to, investigate, and record concerns, complaints and compliments and provide detailed and professional responses in accordance with relevant standards and associated time frames.
- To be part of continuous quality improvement and drive the implementation of monitoring and quality assurance systems and lead, plan, implement change and encourage innovation.
- Take a lead role in the selection and of the recruitment, monitoring, supervision, and appropriate deployment of staff, to ensure the efficient and effective running of the service including the minimisation of the use of additional resources.
- Carry out any other duties commensurate with the grade of the post as required from time to time.

About You

Qualifications and Professional Development

- Level 5 or equivalent qualification in relevant subject area.
- Evidence of continued professional and the development of others.

Experience and Knowledge

- 3 years plus experience in managing provision within a health and/or social care setting.
- Experience of undertaking service improvement and change project(s) to develop positive outcomes for the service, staff and/or customers.
- Experience of managing and motivating staff teams and of developing a culture that has achieved a high level of performance.
- Demonstrable knowledge and understanding of safeguarding issues and the management of risk and reporting.
- Knowledge of current government initiatives, Social Care and Health Policies relevant to Adults living within the community.
- Working knowledge of standards set out by CQC regulations.
- Knowledge of relevant legislation and policy.
- In-depth knowledge in the safe handling of medication and administration.

Skills and abilities

- Excellent written and verbal communication skills and the ability to communicate positively and effectively with a wide range of people, including the ability to influence others.
- Ability to develop a person-centred approach to service delivery in the promotion and support of all individuals using the service.
- Ability to develop and maintain effective working relationships, applying effective communication skills in a range of situations and in the ability to identify and agree objectives for the service.
- Ability to react and actively problem solve, applying appropriate judgement to a range of complex situations and deliver appropriate outcomes within agreed timescales and deadlines.
- Confident in your ability to manage change and conflict.
- Ability to establish, maintain and ensure compliance with quality assurance systems that promote continuous quality improvement for service
- Ability to analyse and interpret complex information and provide effective solutions to problems.
- Ability to plan, implement and lead change that drives positive service improvements.

Special Requirements

- Enhance DBS required
- Car User
- Unsocial Hours/Weekend
- Willingness to work flexibly to meet the needs of the service.

Date prepared/revised: Sue Burrell/TS (HR)

Prepared/revised by: 12/01/2023

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.