

Job Description – Deputy Respite Manager

Reporting to:	Respite Manager
Responsible for:	Respite Support Workers
Salary:	£28,000 per annum
Hours of work:	37.5 hours per week on a rota, covering various shifts including early and late start and finishes, alternate weekends, rotation waking nights

Job summary

The Deputy Respite Managers support the Respite Manager to create a high performing team that works with stakeholders and within legislation, policies, budgets, and other parameters to deliver an outstanding support service for adults with learning disabilities, meaning people supported stay healthy, are safe, and live well.

The respite service offers crisis and planned stays to adults with learning disabilities in RBKC and Westminster. The Deputy Respite Managers are responsible for the safe delivery of an ever-changing offer with conflicting demands which include meeting guest's needs within the environment and staff skills.

The Deputy Respite Managers will offer day to day leadership and management but also lead in the following areas

- Health and Safety
- Events and activities
- Health and Medication
- Bookings and usage

Roles will be rotated and where there are gaps it will be clear from within the team who and how these gaps will be filled.

Key responsibilities

Living our values and understanding our work

- Conduct yourself in a manner that reflects our standards for both staff and managers.

- Support your manager and colleagues to ensure the team understands and reflects LDN values and puts them into practice at all times.
- Support your manager to create a team where different cultures and backgrounds, and the work of others is valued and respected.
- Advocate for the people you support, your service and team.
- Maintain appropriate knowledge of LDN London's services, relevant legislation, quality standards, and sector developments.
- Offer creative solutions to challenges within the context of the contract and the resources available.
- Undertake activities within the Team Leaders specific areas of responsibility and covering gaps as necessary.

Leading people

- Act as a role model for people you manage, following best practice and policies and procedures.
- Supervise staff along with the team manager according to the LDN London's procedures.
- Undertake fact finding and investigations.
- Support the team in the delivery of their link worker responsibilities, including teams administration and demonstration of best practice.

Leading safeguarding and safety

- Ensure team awareness of the vulnerability of the people you support and be alert to potential for abuse.
- Use local and national policies and procedures for recognising, recording, reporting, and participating in safeguarding protocols.
- Lead safeguarding activities, ensuring compliance and effective cooperation with all stakeholders.
- Understand and apply the principles of Positive Behaviour Support (PBS) to each person and work within best practice BILD accredited models of support
- Manage safeguarding incidents as necessary, ensuring prompt and thorough reporting and that all records are updated accurately and promptly.
- Promote a safe working environment, managing health and safety incidents according to legislation and procedures.
- Record staff accidents and incidents appropriately.
- Liaise effectively with stakeholders, e.g. LDN London Facilities or property owner, about safety issues.
- Meet regularly with the leadership team on the service and debriefing.

Improving quality

- Support quality improvement in your service, supporting your manager to ensure staff are aware of policies, procedures, and guidance and any relevant changes.

- Enhance the quality of care and support by working within LDN London's values, the Care Act, all appropriate care standards, and any regulations pertinent to the service.
- Ensure continuous service and organisational development through monitoring and review of business planning, complaints, surveys, audits, inspections, and quality assurance processes.
- Support the respite manager with performance management activities, e.g. probationary, conduct, performance, and grievance issues, liaising with managers and Human Resources as necessary.
- Contribute to the recruitment and selection of staff, in line with equality and diversity and LDN London's values.
- Support Induction of new staff and probation process
- Understand what Outstanding looks like and continually strive to achieve this

Communicating effectively

- Support the respite manager to hold regular meetings with staff, people you support and other relevant stakeholders,
- Share information appropriately in your service.
- Liaise with relevant agencies including attending internal and external meetings as appropriate / in the absence of the manager.
- Ensure effective communication with people using the service and families and carers to help with planning stays and move-ons.

Developing people

- Support the respite manager with any aspect of learning and development, e.g. induction, supervision, appraisal, and training.
- Identify personal development needs to meet both operational and professional needs and to actively participate in supervision and appraisal.
- Attend internal and external learning events and develop relevant knowledge, techniques, and skills.
- Share knowledge across LDN London.
- Lead the development of Respite Support Workers in succession planning and personal development.

Managing resources and risk

- Ensure completion of risk assessment processes, including participation in identification of operational risks and development and communication of related risk management plans.
- Support effective service administration, coordination and completion of files, relevant reports, monthly and quarterly returns etc.
- Support effective budget management, including participation in budget setting, monitoring and support to ensure financial controls are observed.

- Ensure monthly returns are completed and the monitoring of service user finances.
- Ensure all data is managed in accordance with confidentiality protocols and data protection legislation, taking action to report and address misuse or breaches.
- Completion and updates on accidents and incidents as they occur and in reviews of patterns and trends.
- Ensure replacement of items which become damaged / worn/ broken .
- Ensure an interesting programme of events and activities are run which meet guests interests, hobbies, and talents and that also encourage planned stays.

Delivering results

- Problem solve with the team manager and the team on rota, staffing, and service user issues on a day-to-day basis.
- Support guest meetings and support their involvement in consultation and decision making.
- Ensure and support the delivery of Active Support and communication needs reflective of the people being supported to maximise communication skills and maintain or develop individuals' skills.
- Facilitate and effectively coordinate all person-centred plans.
- Support team members with preparation, administration and completion of PCPs and reviews through providing coaching and support, liaising with family and employment and education, health and social services as appropriate.
- Support team members in developing accessible information, including multimedia and promoting its use within the service.
- Support the management of delivering a person-centred approach at all times.
- Support and promote awareness of people's rights and responsibilities. Including rights and responsibilities of group, family or independent living, support to complain, ensuring consultation and involvement in decision making on all issues that affect them and promotion of advocacy.
- Provide prompt and individualised support to address day to day needs. Ensure appropriate levels of support in relation to personal, domestic, educational, employment, relationships and social care needs and the development and review of daily living skills to promote independence within the Active Support model
- Deliver a positive planned break for families and guests which supports interests and activities and maintains family life stability, reducing crisis.
- Facilitate good transition for unplanned guests to settled accommodation .
- Provide support to develop / maintain relationships including links with families, employment and education services, health professionals and other stakeholders.
- Support reviews. Take an active part in the completion of assessments and transitions, involvement of people in the referral process, establishing and supporting goals, outcomes and then celebrating achievements.

- Facilitate service planning and development. Work with the manager, team and people being supported in the completion of quality assurance systems and related action plans, coordinating review and continuous development of policies, procedures and service planning, ensuring team awareness and adherence of systems and the relevant legislative framework.

This job description is a general guideline only of the key responsibilities of the post. These may change from time to time in accordance with the organisational and Departmental needs. The post holder will be expected to work within agreed budgets and policies and procedures of both LDN London and the individual service, adopting a flexible approach to carry out any duties commensurate to their role.



Learning Disability Network London

Selection criteria

To be shortlisted for interview you must display sufficient knowledge, experience and reasoning in each of the criteria below using real examples:

Living our values and understanding our work

Managers should understand the social, political and cultural context with which they work and share our vision of how people with learning disabilities are treated

Leading people

Managers should understand and demonstrate effective leadership and management, working alongside their team and leading by example

Leading safeguarding and safety

Managers should ensure safeguarding and safety are always at the forefront whilst respecting informed decisions and the Mental Capacity Act

Improving quality

Managers should understand what outstanding means and always work towards achieving this

Communicating effectively

Effective communication should include all stakeholders, including families, professionals, colleagues, the public and, most importantly, the people supported

Developing people

Managers should develop the skills of their team, irrespective of their experience to deliver the vision of the service and the ambitions and needs of the people supported

Managing resources and risk

Managers plan and use resources effectively and understand and manage risk

Delivering results

Managers should always focus on delivering the vision of the service and the ambitions and needs of the people supported efficiently and safely

Additionally we will expect you to:

- be computer literate
- be able to work alternate weekends
- be able to work “hands on” with your team
- have experience working with people with learning disabilities
- have, or are working towards, RMA/LMC, Health and Social Care NVQ4./ QCF 5 or equivalent
- have or be willing to work towards qualifications with respect of Positive Behaviour Support such as Bild PBS BTEC or Proact Scipr trainer as examples

The standards above reflect our management standards which inform induction, probation, performance management and appraisal processes to support development in your role and career.