



Learning Disability Network London

## Job Description – Deputy /Assistant Team Manager

<b>Reporting to:</b>	Team Manager
<b>Managing:</b>	Support Workers.
<b>Salary:</b>	£29,000 or £31,000 per annum depending on team size and complexity of service delivery
<b>Hours of work:</b>	37.5 hours per week on a rota, including some weekends

## Job summary

The Deputy/Assistant Team Manager assists the Team Manager to lead a team to provide the best possible care and support for people living within a supported housing or registered care service and enables people to stay healthy, be safe, and live well.

You do this through ensuring that people are supported to achieve their potential in the development and maintenance of positive relationships, accessing social activities, continued learning, and access to work, using mainstream services, and being heard.

People should be involved in their community and be included in making decisions about their lives at every available opportunity no matter their level of disability.

You support your manager to ensure your team deliver on quality improvement, and safeguarding, managing the budget of the service and the personal finances of people you support. You lead the management of Health and Safety in the service.

You work with your manager to create a harmonious, open, and positive working environment, where people are confident to speak up.

All activities are undertaken in line with all relevant policies, procedures, and guidance and meeting the regulatory requirements of the Care Quality Commission (CQC).

You regularly work “hands on” with your team, providing direct support as necessary across the range of activities undertaken in your service, including working some weekends and the times shifts take place (earlies, lates, nights etc.).

Your salary depends on the complexity and size of the service being delivered.

## Expected outcomes of the role

### People we support stay healthy

- You actively support an outstanding *Active Support* model of service delivery which is consistently delivered in the service and aims to enable people you support to participate in all aspects of their daily lives.
- You promote and support outstanding delivery of day-to-day support needs in relation to health promotion, risk management, domestic standards, employment, education, culture, and the dignified and respectful delivery of intimate personal care.
- You help create and foster a *Total Communication* environment that maximises communication skills and maintains or develops individuals' skills.
- You promote the development of personalised care plans based on the assessed needs of the people you support and ensure health monitoring is undertaken and action is taken as a result, collaborating and liaising with healthcare professionals Social and Health Services and families as necessary.
- You support your manager to ensure that the team demonstrates their duty of care, duty of candour, and their responsibilities as professionals.
- You support key working skills so that the team are experts in the needs of people you support and can be effective health advocates and support people to understand and manage their health well.

### People we support are safe

- You assist your manager to ensure safeguarding is understood by all as paramount with inductions and training and team meetings and supervision.
- You are alert to the potential for abuse even from within the team and you have the confidence to report concerns promptly.
- You help staff members to understand risk and report concerns, and you appropriately recognise, record, report, investigate, and follow up incidents.
- You review risks, involving the team and the people your service supports. You help people supported to understand and take risks.
- You promote a safe working environment, managing health and safety incidents according to legislation and procedures.
- You take the lead in the management of Health and safety, attend relevant training and briefings, undertake checks, and proactively follow up any issues.



## People we support live well

- You support person-centred planning and support ensuring that the person's preferences, aspirations, needs, and goals are at the centre of the planning process and that support promotes the development of potential and maintains people's existing skills.
- You ensure that people we support are always included and families, friends, advocates, and external organisations are appropriately involved through your everyday practice.
- You actively seek feedback from people you support and their families and advocates about their level of happiness and satisfaction and you take action to resolve concerns and escalate where needed.
- You encourage relationships, support people with their emotional needs, advocate on behalf of people as appropriate and encourage self-advocacy skills.
- You keep support documents and records accurate and up to date, using available information to identify gaps, trends, and issues to make improvements.
- You ensure that people's accommodation is kept to high standards at all times with the cleanliness, décor and maintenance and support complaints where there are issues with landlord responses.

## Staff with the right values, skills, and knowledge deliver great support

- You lead by example, working alongside your team manager and rest of the team delivering support and demonstrating best practices.
- You contribute to the recruitment of staff ensuring people we support are involved.
- You induct and train people for their role, to ensure people gain and maintain the right skills and knowledge to understand the choices, preferences, and needs of those they support to enable them to deliver consistent and safe support.
- You support your team manager with performance management activities, e.g. probationary, conduct, performance, and grievance issues, liaising with managers and Human Resources as necessary.
- You attend internal and external learning events and develop relevant knowledge, techniques, and skills and share your knowledge and learning across LDN London.
- Your support staff with key working responsibilities.

## Staff are engaged and enjoy their work

- You promote equity, value diversity, and champion inclusion, celebrating difference so all staff can contribute and feel recognised and valued.
- You assist the manager to hold team meetings, supervisions, and annual appraisals.
- You encourage staff to use their initiative, recognising their effort and achievements, and giving constructive feedback and praise.
- You assist in the resolution of disputes and complaints, escalating serious incidents and claims of bullying, harassment, victimisation, or unlawful discrimination.
- You encourage team members to voice concerns, ask questions, and share their experiences.
- You monitor individual and team morale, updating the manager about changes and reasons.

## Staff are safe and their wellbeing is supported

- You lead on staff health and safety, assisting the team manager to manage staff wellbeing and giving support as situations demand.
- You complete staff-related risk assessments.
- You assist the manager with absences activities.
- You do all you can to ensure disabled staff can access and contribute to work appropriately.
- You support debriefing and reflective reviews from incidents.
- You monitor individuals' wellbeing, informing and involving the manager and Human Resources in all matters where staff wellbeing is a concern.





### Finances are well managed

- You promote the use of personal finances to achieve high lifestyle and cultural ambitions.
- You assist residents to apply for financial assistance programmes, grants, or subsidies they might be eligible for.
- You stay updated on relevant financial policies and procedures.
- You support the manager to ensure that the service operates at a financial break even or surplus position with timely and accurate returns.
- You understand the budget for your service, areas of budget overspends, keeping agency costs to a minimum, and supporting the team manager to take remedial action when necessary..
- You help team members to understand financial matters appropriate to their role.

### Resources are well managed

- You support the manager to ensure that service rotas and staff utilisation reflects contracted support hours and are adjusted when needs change.
- You assist the manager to manage annual leave for your team effectively, so staff are rested and people supported do not rely on temporary staff.
- You support the manager to ensure that all relevant financial and staff related recording systems are completed in a timely manner.
- You support the manager with referrals and assessments as part of effective void management.
- You lead on recording and reporting property maintenance and complaints and undertake appropriate follow up.
- You support staff to handle personal and confidential data, reporting misuse or breaches to management appropriately.

## Selection criteria

### The values, skills, and knowledge managers need to demonstrate

Deputy Managers should	Examples that may show competence
<b>Understand learning disability support including CQC requirements</b>	<p>Promoting a person-centred approach to the people supported.</p> <p>Experience working in a learning disability support service or in the care sector.</p> <p>CQC inspections</p>
<b>Have good judgement</b>	<p>Effective decision making, based on data, information, and evidence available.</p> <p>Learning from mistakes and experience.</p> <p>Good time management.</p> <p>Ability to prioritise.</p> <p>Involving and listening to others before taking action.</p>
<b>Improve quality</b>	<p>The delivery of better outcomes for the people supported.</p> <p>Being innovative and having ideas to make things better.</p> <p>Assisting with the delivery of plans and projects.</p> <p>Experience as a keyworker.</p>
<b>Develop people</b>	<p>Experience inducting people.</p> <p>The sharing of skills and knowledge across a team.</p>
<b>Communicate effectively</b>	<p>Examples of speaking and writing confidently and professionally.</p> <p>Evidence of speaking up for people with learning disabilities or of raising a concern.</p> <p>The appropriate use of communication systems including use of digital care records.</p>
<b>Manage finances effectively</b>	<p>Good financial awareness and basic maths skills.</p>
<b>Manage resources effectively</b>	<p>Evidence of being highly organised.</p> <p>The ability to use IT systems effectively.</p>

<b>The values, skills, and knowledge managers need to demonstrate</b>	
<b>Deputy Managers should</b>	<b>Examples that may show competence</b>
<b>Understand and manage risk</b>	The ability to identify various types of risks and conduct risk assessments.
<b>Lead safeguarding</b>	A clear understanding of safeguarding people with learning disabilities and adults at risk of harm. Safeguarding incidents reported and managed correctly. The ability to reflect on safeguarding incidents.
<b>Manage health and safety</b>	A clear understanding of the requirements for a safe and healthy environment for people we support and staff. Safety incidents managed correctly. Experience supporting staff wellbeing.
<b>Value equity, promote diversity, and champion inclusion</b>	The demonstration of an understanding of the differences between and benefits of equity, diversity, and inclusion. Promoting the inclusion and involvement of people and their families in service delivery
<b>Additional requirements</b>	
<b>Availability</b>	Deputy Managers must be able to work some weekends and work as required at times shifts take place (earlies, lates, nights) Deputy Managers must be able to work “hands on” with their team.
<b>Education</b>	Deputy Managers should have or be willing to achieve a relevant health and social care management qualification and specialist training relevant to the service at expert level