

Deputy Manager RN Job Description

Reporting to Service Manager

Department UK Services

Purpose of the job

To support the Service Manager in the day-to-day operation of the service. Deputise as directed in their absence and to be responsible for the direct supervision and line-management of nurses, support staff and any other staff as required by the service. Responsible and accountable for monitoring, maintaining and providing the highest standards of nursing, clinical and personal support and service delivery, while promoting independence and choice to customers.

Key responsibilities

- Ensure that person centred plans for customers are assessed, planned, evaluated and implemented, consulting with and involving the customer, as well as relevant others (e.g. family, support staff, health and social care professionals) where appropriate.
- Responsible for managing a team of Nurses and other support staff including daily and formal supervision.
- Ensure the provision and maintenance of a high quality, efficient service delivery which promotes customer independence by leading through example.
- Delegate and allocate duties to the nursing and support staff ensuring that guidance and supervision are given, constantly monitoring skills and identifying training needs.
- Oversee the monitoring of teamwork areas and work practices to ensure safety and relevant legislation, policies, standards and guidance are followed and met.
- Oversee the ongoing assessment of customer needs (including assessment of new customers) and to organise and manage the rota and shift to ensure that the appropriate nursing support is delivered; observing any change in their well-being and ensuring this managed and recorded in an appropriate and timely way.

- Oversee all nursing support, ensuring that customer nursing needs are recorded to a high professional standard and in accordance with LC procedures and NMC guidelines.
- Oversee and audit the ordering, safe storage and administration of medicines.
- Ensure customers are supported with their physical care, personal hygiene needs and daily life tasks and skills as identified in their person-centred plan (PCP), ensuring that their independence is preserved and developed as far as possible and affording appropriate levels of privacy and dignity.
- Ensure the support provided for customers complies with the standards of care required by Leonard Cheshire, the registering authority, and good practice. Deputy Managers will also be expected to facilitate/ empower customers to become involved in aspects of the running of the service.
- Be aware of the health and well-being of each customer and to make appropriate referrals to other professionals/agencies as required.
- Support and facilitate customer communication with their relatives, friends, professionals and other members of staff, in order to ensure the continuity of quality and safety in the provision of support.
- Assist in the recruitment and induction of all new staff at the service.
- Assist in the assurance that all staff maintain the Right to Work in the UK. Undertake document renewal checks for limited stay before they expire. Obtain evidence and record revised expiry dates in line with Home Office requirements. Adhere to working restrictions for non UK/Irish nationals (e.g. weekly hours / type of work).
- Ensure LC sponsored employees remain within the obligations of their visa sponsorship, report any changes within Home Office timeframes.
- Contribute to an effective programme of training, staff development and appraisal, including the maintenance of accurate records.
- Undertake formal line management of the nurses (and other staff as required) in accordance with Leonard Cheshire's policy and regulatory requirements.
- Work in partnership with others including colleagues in other teams at the service and wider organisation, as well as liaising with external health and social care professionals as required.
- Participate in the 'on-call' procedure as required at the service.
- Be conversant with the financial constraints within the service and contribute towards the management of the overall budget.

- Be fully conversant in the implementation of Leonard Cheshire's complaints, grievance and disciplinary policies and procedures.
- Be responsible for developing and sustaining own continuing professional development (knowledge, clinical skills and professional awareness) in line with the NMC revalidation and LC processes.
- Ensure infection control procedures are followed in line with LC's quality assurance framework.
- Comply with all Health and Safety policies and procedures.
- Comply with LC and any local safeguarding and mental capacity act (MCA) policies and procedures.
- Work within the regulatory compliance requirements applicable at the respective service.
- Maintain an awareness of individual customer risk assessments relating to specific support needs, for example, dysphagia, mobility and safety.
- Participate in supervision, staff meetings and training activities (including updates), etc as required, sometimes off-site and out of normal hours.
- Undertake additional responsibilities as requested by the Service Manager following the successful completion of specific training and personal skills development.
- Undertake any other reasonable duties as requested.

Person specification

- To be a registered nurse, holding current registration with NMC.
- To be able to demonstrate relevant post qualification learning would be advantageous.
- A level of professional development and registration as indicated by purchaser, regulator or LC (this may include level 5 leadership in health and social care qualification), dependant on location.
- Thorough and up-to-date knowledge of nursing theory and best practice at the level of an experienced nurse (level 6), being able to demonstrate effective nursing practice in all basic registered nurse procedures.
- Understanding of the NMC code of conduct and relevant practice standards and guidance.
- To have experience of providing direct personal and social care.
- To have experience of communicating with professionals and other agencies.
- To have a thorough understanding of assessing clinical and personal support needs and how to write and review comprehensive personalised support plans to include risk assessment.

- To have a first aid qualification would be advantageous.
- To have experience of managing a team of nursing and support staff.
- To have experience of working with customers who have physical and/or learning disabilities.
- Knowledge of Health and Safety.
- To be able to work flexibly in accordance with rostered hours.
- To participate in the on-call rota as required.
- To have experience of managing a budget.
- To have a genuine commitment to the values and ethos of Leonard Cheshire.

Key competencies and skills

- Demonstrate an empathetic and caring approach ensuring that dignity and respect is maintained.
- Demonstrate awareness of evidence-based practice.
- Demonstrate sound observational skills to identify potential or actual changes in health status of the individual.
- To have knowledge of customer self-advocacy and empowerment.
- To be able to train, coach, motivate and develop staff.
- To have good interpersonal skills, able to communicate with people at all levels.
- To have good verbal and written communication skills in English and a good level of numeracy to be able to maintain accurate records.
- To have knowledge of Health and Safety procedures.
- To have well developed IT skills in standard Microsoft packages.
- Able to work under own initiative within role boundaries and as an effective team member being able to prioritise own workload and that of others, delegating work and prioritising activities as required.
- Able to work unsupervised, and to use initiative.
- Discreet and able to maintain confidentiality.
- To have an understanding of data protection and information governance.

Our values at Leonard Cheshire

Positive warm and empathetic, we always look to progress and improve.

Proud strong-willed and spirited, we are firm in our beliefs.

Pioneering confident and imaginative, we are creative change makers.

Leonard Cheshire welcomes applications from all sections of the community. We actively encourage applications from people with a disability, supporting where possible, your requirements for reasonable adjustments.

