

Job Title: Deputy Care Manager



Salary: Starting at £32,000 (on-call duties paid in addition)

Hours: 37.5 per week, Monday – Friday (ability to work flexibly – early, late and weekends)

Location: Nottinghamshire (Newark, Southwell & Mansfield) / Hybrid Working

Type of contract: Full-Time, Permanent

Reporting to: Registered Care Manager

Line Reports: Service Managers (x3)

Benefits: 25 days annual leave + bank holidays (pro-rata), pension contribution and sickness scheme

Job Purpose:

To support the Registered Care Manager in the day-to-day management of the domiciliary care service, ensuring safe, effective, person-centred care that complies with CQC regulations and promotes the dignity, independence, and well-being of service users.

Key Responsibilities:

Leadership & Management

- Support the Registered Care Manager with the daily running of Reach Care's services.
- Deputise for the Registered Care Manager during periods of absence.
- Champion and role model Positive Behaviour Support strategies within our services, supporting capable environments for service users and our staff teams.
- Line manage Reach Care's Service Managers (x3) (Newark x 2 and Southwell).
- Support, where relevant, the line management of Team Leaders.
- Support, where relevant, with staff supervisions, appraisals and spot checks.
- Participate in the recruitment, induction and training of staff.

Quality & Compliance

- Completion of audits and management of identified actions.
- Ensure Reach Care's services operate in line with CQC standards, company policies and sector best practice.
- Monitor and audit care plans, risk assessments and care records for accuracy and compliance.
- Assist in preparing for CQC inspections, relevant agency audits, and contribute to quality improvement plans.
- Respond to incidents, complaints and safeguarding concerns in a timely and professional manner.
- Produce care-related reports for Reach Care's Senior Leadership team and Executive Board.
- Support Reach Care's training programme: workshops, coaching, mentoring and delivering in-house training sessions.

Care Coordination

- Support initial service user assessments, care planning and service user reviews.
- Maintain effective communication with service users, families and relevant healthcare professionals.
- Ensure Reach Care's service delivery is personalised and responsive to individual needs.
- Assist with rota management, thus ensuring adequate staffing levels.
- Provide 'hands-on' care support, when needed, thus establishing strong rapport with staff teams, service users and families.
- Participate in on-call responsibilities as required.

General

- Be a visible, inclusive and transformational leader; demonstrating our values, equity and inclusion within your behaviours and attitudes at all times.
- Promote a positive workplace culture that values teamwork, respect and continuous improvement.
- Attend required training in Safeguarding, Data Protection, Health & Safety, First Aid and other subjects identified as a requirement for the role.
- Establish strong working relationships with all stakeholders.
- Work, always, in accordance with Reach Care's policies and procedures.

Reach retains the right to change or assign other duties to this position to meet the needs of the Charity.

Person Specification

Essential Criteria	Desirable Criteria	Key Skills & Qualifications
<ul style="list-style-type: none">• Works well and efficiently in a team and independently.• Communicate clearly and concisely through a variety of methods (verbal and written).• Good time management, enabling deadlines and time scales to be met.• Flexible and adaptable approach to their work.• Works collaboratively with a variety of stakeholders.• Solution-focused and has a can-do attitude to problem-solving.• Proactive, concise and considered in decision-making.• Good attention to detail within their work.• Self-motivated to make a positive difference and elicit individual and organisational growth.	<ul style="list-style-type: none">• Experience working with adults with learning disabilities.• Experience in using IT.• Good knowledge and experience of safeguarding.• Can drive and is willing to travel for work purposes.• Creative and innovative in their ways of working.	<ul style="list-style-type: none">• Experience in a supervisory or senior role within health and social care. (Essential)• Line management experience within a senior role. (Essential)• NVQ/QCF Level 3 in Health and Social Care. (Essential)• Good understanding of CQC regulations and domiciliary care compliance requirements. (Essential)• NVQ/QCF Level 5 in Leadership for Health and Social Care (or willingness to work towards). (Desirable)• Experience in conducting audits and quality assurance. (Desirable)

Being a 'Reach Person'

- Inspires trust and confidence in others.
- Treat others with dignity and respect to create an environment that significantly contributes to everyone feeling safe, encouraged, and valued.
- Promotes innovation, inclusion and diversity that provides everyone with the right to aspire.
- Can build and maintain strong relationships by taking time and investing effort to understand the unique needs and goals of the organisation and individuals.
- Emphasises and understands the importance of individuals' rights to participate.
- Understands the importance and, prioritises listening to, the voices of people with learning disabilities and their families.
- Commits to and maintains high standards in every aspect of their work.
- Advocates for people with learning disabilities living independent lives.

