



## Job Description

**Job Title:** Deputy Service Manager

**Reports to:** Service Manager

**Based at:** Saint Paul's Nursing Home, Selly Park, Birmingham

**Date:** April 2021

This description gives an over view of the post, the key responsibilities and the context within which the post is offered. It is not intended to be an exhaustive statement of Terms and Conditions within SJOG.

**Principles & Values:** The values of the Sisters of Charity of St Paul the Apostle are important to our home and alongside these the values of SJOG are explicit in how we practice. Our values are important to us and are not just words on paper, they are part of everything that we do. We believe that our Deputy Service Manager must be highly committed to providing exceptional quality of nursing care & support within a hospitable and enabling environment that is designed to meet the needs of each and every Sister.

**Job Purpose:** The Deputy Service Manager will support the Service Manager with the day to day management and the leadership of the team, who specialise in providing exceptional standards of nursing and care, to elderly members of the Sisters of the Charity of St Paul the Apostle community, whereby the outcomes are seen in quality, compliance and contractual requirements set out by SJOG, the local clinical commissioning group statutory requirements and the Care Quality Commission

The Deputy Service Manager will also be the clinical lead and will ensure the effective performance management of the team.

Objectives	Typical Tasks
To confidently engage and lead a team and continuously challenge, change and improve practice	<ul style="list-style-type: none"> <li>▪ To be visible within the team and ensure that all staff understand the homes Statement of Purpose, values, philosophy of care and service objectives.</li> <li>▪ To demonstrate 'Practice Leadership' within the team</li> <li>▪ Adopt Practice Observations on a weekly basis and make a record of these so that staff can learn and shape their practices positively and constructively.</li> <li>▪ Be constructive in leadership so that staff understand what is expected of them and be visible so that this can be monitored.</li> <li>▪ Be responsible for clinical governance and ensure that best practice is always achieved, and is consistent with national guidance.</li> <li>▪ Challenge practice quickly where this falls below our standards.</li> <li>▪ Create a home that people are proud of and can promote and share their good practice.</li> </ul>
Assist in the development and maintain internal and external channels of communication for provision of information and service	<ul style="list-style-type: none"> <li>▪ Ensure all complaints and incidents are recorded, reported and acted upon in accordance with relevant policy and procedure.</li> <li>▪ Participate / organise and attend reviews for the religious community and with Professionals.</li> <li>▪ In the absence of the service manager, participate in and prepare documentation for Monthly Service Report and Quarterly Service Review meetings</li> <li>▪ In the absence of the service manager participate in SJOG RSMT monthly meetings</li> <li>▪ In the absence of the service manager, ensure full high standards of quality and compliance are maintained during monthly auditing by senior operational management.</li> </ul>

<p>Ensure the pastoral, religious and spiritual care is promoted to the highest of standards</p>	<ul style="list-style-type: none"> <li>▪ Supporting the religious community to access their welfare benefit entitlements and ensure continual health care requirements are met</li> </ul>
<p>Participation in budget planning and on-going monitoring and control of agreed budget</p>	<ul style="list-style-type: none"> <li>▪ Work with the service manager in the preparation of the service budget</li> <li>▪ Actively promote and work with the service manager to ensure the budget remains in line with projected costs</li> <li>▪ Work with the service manager and the team to strive to be a NIL agency service.</li> </ul>
<p>Assist in managing and developing and development high performing teams to ensure the standards of care/support are maintained in line with internal policies and procedures</p>	<ul style="list-style-type: none"> <li>▪ Support the service manager in safer recruitment of staff in line with SJOG policy</li> <li>▪ Liaise with local Universities and Colleges and promote the use of student nurses.</li> <li>▪ Identify training and development needs and ensure mandatory training reaches SJOG's performance standards of 95%.</li> <li>▪ Ensure the training matrix is compliant and demonstrates all mandatory training and specialised training needs according to each Sisters assessments.</li> <li>▪ Assist with the implementation and delivery of identified training.</li> <li>▪ Review staff resource to ensure on-going adequate cover and manage robustly establishment hours e.g. holidays, sickness, training etc.</li> <li>▪ Conduct appraisals and supervisions, setting objectives to improve performance and motivation. Link this to the Service Development Plan.</li> <li>▪ Performance manage in line with policy and procedure and take responsive and effective action where staff fall below standards of practice or do not comply with policy and procedure.</li> <li>▪ Support the service manager to promote a consultative and participative work environment i.e. organising and chairing regular staff meetings.</li> <li>▪ Ensure the induction of new staff and assist in the process of familiarising them with methods, procedures and values of the Charity.</li> <li>▪ Support the nursing team in developing a robust personal development plan that will work in conjunction with NMC revalidation</li> <li>▪ Ensure clinical knowledge and abilities adhere to the most up to date guidance.</li> </ul>
<p>Prepare and maintain up to date records for compliance purposes e.g. GDPR, Data Protection Act, CQC Inspection, Mental Capacity Act/DOLS</p>	<ul style="list-style-type: none"> <li>▪ Ensure personal files are up-to date.</li> <li>▪ Recording of relevant personnel data e.g. timesheets, annual leave.</li> <li>▪ Maintaining up-to-date records of all care/support needs for the religious community.</li> <li>▪ Recording and maintenance of Individual Care Plans.</li> <li>▪ Preparation of Health and Safety documentation.</li> <li>▪ Maintaining safeguarding governance of safeguarding referrals, CQC notifications etc. and ensure these are recorded on the central database.</li> <li>▪ To lead CQC inspections confidently in the absence of the service manager.</li> <li>▪ Assess mental capacity as and when required and follow a best interest and least restrictive approach to practice and monitor staff to ensure the standards are assured.</li> <li>▪ Manage and monitor all Deprivation of Liberty standard and urgent authorisations and record on SJOG's DOLS database.</li> <li>▪ Ensure that all DOLS are renewed as and when required.</li> </ul>
<p>Responsible for security and maintenance of the Home in conjunction with the Site Operations Manager</p>	<ul style="list-style-type: none"> <li>▪ Report any faults to relevant parties.</li> <li>▪ Liaise regularly with the Health &amp; Safety Manager on all H&amp;S areas and record information on centralised database.</li> <li>▪ Meet with the Religious Community Maintenance Manager as and when necessary and ensure a record of this is maintained.</li> </ul>

<p>Be aware of your responsibilities under the Charity's Health and Safety policy, taking all possible steps to ensure a safe working environment</p>	<ul style="list-style-type: none"> <li>▪ Maintain a safe working environment.</li> <li>▪ Report all incidents or potential hazards.</li> <li>▪ Improve Health and Safety in the service by analysing and identify trends in incident reporting</li> <li>▪ Work with the Operational team in the service to highlight and rectify maintenance concerns.</li> </ul>
<p>Be responsible for the implementation and ensure staff adhere to internal and external policies and standards e.g. NMC Code of Professional Conduct guidelines, Department of Health, CQC, Health and Safety Executive, NMC Code of Conduct, Duty of Candour, General Social Care Council's Code of Conduct</p>	<ul style="list-style-type: none"> <li>▪ Ensure relevant standards are followed at all times and maintained in accordance with professional registration.</li> <li>▪ Maintain good working knowledge of relevant standards in order to implement safely and appropriately.</li> <li>▪ Actively promote the use of research and innovation in the home's practice.</li> <li>▪ Ensure that all staff understand their roles, responsibilities, policies and procedures so that codes of conduct are assured.</li> <li>▪ Take immediate action where any professional standard or code of conduct has been breached.</li> <li>▪ Ensure that legal care planning meets compliance e.g. DNR, Advance Care Planning etc. and liaise with the necessary professionals for agreement.</li> </ul>
<p>Continuous Self Development to ensure knowledge and skills are relevant to the service</p>	<ul style="list-style-type: none"> <li>▪ Keep up to date with skills and knowledge.</li> <li>▪ Promote the use of lesson learning and reflective practice in the home.</li> <li>▪ Attend mandatory training.</li> <li>▪ Attend other training and development activity where appropriate.</li> <li>▪ Participate in development reviews.</li> <li>▪ Read and seek to understand all relevant communication e.g. staff handbook, written communication, marketing literature.</li> <li>▪ Attendance at meetings as required.</li> </ul>
<p>Actively support the vision, philosophies and values of the Charity</p>	<ul style="list-style-type: none"> <li>▪ Promote the core values of the Charity i.e. respect, compassion, hospitality, justice and trust.</li> <li>▪ Act in a non-discriminatory manner.</li> <li>▪ Maintain confidentiality at all times.</li> <li>▪ Act as a positive role model to the team.</li> <li>▪ Undertake any other duties that are in keeping with the values of the Charity that you have the skill/ability to carry out.</li> </ul>

Dimensions
<p><b>All:</b></p> <ul style="list-style-type: none"> <li>▪ Level of Disclosure - Enhanced</li> <li>▪ Require an awareness of the sensitive needs of the religious community</li> </ul> <p><b>St. Paul's Care Home with Nursing, Selly Park</b></p> <ul style="list-style-type: none"> <li>▪ Service: Registered Centre for a religious congregation of women</li> <li>▪ Registered Nurse (1st Level) qualification</li> <li>▪ Unsociable hours and weekend working will be necessary</li> <li>▪ Regular on call duties</li> <li>▪ Staff: Directly supervise 65 staff</li> </ul>

Person Specification	
<p><u>Essential</u></p> <ul style="list-style-type: none"> <li>▪ An ability to demonstrate the core values of the Charity</li> <li>▪ Registered Nurse (1st Level) qualification</li> <li>▪ A recognised management qualification (NVQ4), or willing to attain</li> <li>▪ Leadership qualities – energetic, passionate about your work</li> <li>▪ The ability to change cultures and practices</li> <li>▪ Will power and emotional resilience - determined</li> <li>▪ Experience working with elderly persons</li> <li>▪ Knowledge of Health &amp; Safety Legislation</li> <li>▪ Good use of Information Technology</li> <li>▪ Supervisory/management experience of a large staff team</li> <li>▪ Ability to communicate effectively with staff and members of the religious community</li> <li>▪ Good organisational/leadership skills</li> <li>▪ Good verbal and written communication skills</li> <li>▪ Ability to develop the service and staff</li> <li>▪ Ability to motivate staff and others</li> <li>▪ Ability to work on own initiative and with a team</li> <li>▪ Effective change management skills</li> <li>▪ Good networking/negotiation skills</li> <li>▪ Able to work flexible hours, weekends, on call as necessary; covering any sickness, annual leave</li> <li>▪ Valid full UK driving licence</li> </ul>	<p><u>Desirable</u></p> <ul style="list-style-type: none"> <li>▪ Leadership and Management qualification</li> <li>▪ Specialism in a relevant field e.g. End of Life Care, Dementia</li> <li>▪ D32/D33 Assessors Award or equivalent</li> <li>▪ ENB 998 or equivalent</li> <li>▪ ENB 941 Care of the Elderly or equivalent</li> <li>▪ Understanding of issues affecting religious communities</li> </ul>