

Job description Deputy Area Manager

Hours per week: Full-time 40 hours per week

Salary: £30,000 per annum

Accountable to: Service Manager

Key partnership: Service Manager, Support staff, Team Leaders, Behavioural team, Training department, and Human Resources.

Line Management responsibility: Support staff

At Frontier Support we expect our employees to:

Be a positive and proactive individual when working for Frontier and to demonstrate this to everyone they interact with. To work well as both a self-motivated individual and collaborative working as part of a team is essential.

Purpose of the role

The Deputy Area Manager will provide support to the Service Manager will effective and clear leadership to all employees to ensure standards of performance are maintained to the highest level.

The Deputy Area Manager will ensure services are delivered in a way that puts people we support at the centre of their support, promoting rights, choice, dignity, and diversity. The Deputy Area Manager will be expected to meet organisational and statutory requirements, including delivery of our compliance with Care Quality Commission (CQC) outcomes, with reference to guidelines and Frontier Support' Standards, Policies and Procedures.

To ensure each person we support has a person-centred support plan and that each individual and/or their representative/s have been involved in developing their plan. Ensure support plans and health action plans are regularly reviewed on a six-month basis. Ensure that records of financial transactions are maintained in line with statutory requirements and Frontier Supports policies.

Ensure that all information is recorded and stored in compliance with Data Protection requirements.

Ensure the rights of people we support are promoted and respected at all times in compliance with the Human Rights Act, Mental Capacity Act and Deprivation of Liberty guidelines and Frontier Supports Policies and Procedures.

To build and maintain appropriate relations with care managers and family members.

Ensure complaints are recorded in line with Frontier Supports policy.

Ensure all incidents are reported to the Service Manager with-in 24 hours.

Personalised care & support

To attend multi-disciplinary meetings when necessary, and ensure plans are implemented and reviewed.

Ensure the health and well-being of people we support is in line with CQC expectations and Frontier Supports policies.

Maintain and ensure adherence to policies relating to ordering, receipt, recording, storage, handling and administration of medication.

Ensure staff are working in line with risk assessments.

Record outcomes for the people we support by collating evidence.

Safeguarding

Ensure that staff members are adequately trained and know how to report and respond to any concerns that could be defined as a potential safeguarding referral.

Ensure that safeguarding incidents and medication errors are appropriately reported in accordance with national and local guidelines.

Ensure all services are following the legal frameworks of MCA, DoL's and best interests.

Ensure the environment is safe, well maintained, equipment is fit for purpose and appropriate for the needs of people we support.

Staffing

Ensure all staff members receive an appropriate induction and meet statutory and mandatory training & qualification requirements.

Ensure staff members are supervised in line with Frontiers policy and that annual appraisals are completed.

Ensure records are kept in line with Frontier Supports policies and Data Protection requirements.

Quality

Be actively involved in the monthly monitoring, assessment and reporting of the quality of the services provided.

Ensure that audit recommendations CQC or local authority colleagues are actioned within agreed timescales.

Build good relationships with key local authority contacts

To report all maintenance issues to the appropriate housing associations ensuring logs are kept of progress.

To ensure all health and safety issues are reported.

PERSON SPECIFICATION

KNOWLEDGE AND EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of line managing people		√
Experience of working with adults with learning disabilities	√	
Knowledge about learning disability	√	
Knowledge of social care sector and service types	√	
Knowledge or regulatory framework for service types		√
Knowledge about Frontier Support	√	

SKILLS	ESSENTIAL	DESIRABLE
Demonstrates the ability to lead, manage and develop a team	√	
Excellent interpersonal skills, with the ability and confidence to generate and build effective relationships with the person we support, staff and stakeholders	√	
Highly organised with good prioritising and time management skills to meet sdeadlines	√	
IT literate, picks up new systems quickly and uses them to improve performance	√	
Demonstrates the ability to work calmly, efficiently, and accurately under pressure	√	
Negotiation skills and ability to resolve potentially conflicting priorities when dealing with internal and external contacts		√

QUALIFICATIONS	ESSENTIAL	DESIRABLE
Holds a minimum level 3 in Health and Social Care or equivalent or willingness to work towards		√

VALUES	ESSENTIAL	DESIRABLE
Strong commitment to diversity and anti-discriminatory practice in respect of employment of staff and provision of housing services.	√	
An understanding of disability issues and barriers to equality and inclusion	√	