

## Deputy Manager

### Further particulars

Fairfield Residential Home is an independent charity providing care and assistance to elderly residents in a unique and supportive environment. Founded in 1947, it has a long-standing reputation for delivering excellent standards of care. Initially established in a large Victorian house at 115 Banbury Road, Oxford, it is now housed in a bright and airy purpose-built facility, completed in 2018. This provides 38 ensuite bedrooms, some of which are suitable for couples, with good quality communal facilities including a large lounge, a dining room, a fully equipped activities suite, a social hub with IT facilities and a wellness and beauty room. In addition, there is a separate 2-bedroom cottage currently providing assisted living for one resident. The home is set in an attractively landscaped garden with an orchard.

Fairfield is a company limited by guarantee (company number 5639165) and a registered charity (charity number 1114653). It is governed by a Board of Trustees and is regulated by the Care Quality Commission (CQC). It was rated Good by the last CQC inspection report dated March 2018. It currently employs around 40 staff.

### At Fairfield our vision is of an exceptionally happy home where residents enjoy a fulfilling later life.

To achieve this, our mission is to provide outstanding individually tailored support in a home filled with kindness and compassion.

Fairfield is particularly noted for the love and affection its staff have for its residents and maintaining and enhancing this ethos is a key consideration when recruiting new team members. We also understand the value of our staff in making Fairfield the special home that it is and aim to enable everyone in the team to benefit from developing their skills and progressing in their careers to realise their individual ambitions.

Employee benefits for Fairfield staff include:

- competitive rates of pay;
- Standard Life auto-enrolment pension scheme;
- free meals while on shift;
- free parking while on shift subject to availability;
- free training with in-house support and mentoring;
- free uniforms (or £150 annual clothing allowance for Social Wellbeing and Maintenance);
- free access to an employee assistance programme with a range of services including shopping discounts, financial and legal advice, counselling and a health and wellbeing smartphone app;
- a joining bonus of £250 payable on successful completion of your probationary period.

We are currently seeking a Deputy Manager to join the Senior Leadership Team.

## Application Process

To apply, please email your CV, covering letter and completed [application form](#) to [recruitment@fairfieldhome.co.uk](mailto:recruitment@fairfieldhome.co.uk)

The closing date for applications is **Tuesday 12<sup>th</sup> May**, but early application is advised as we reserve the right to close applications and appoint before this date for the right candidate.

All candidates must have the right to live and work in the UK and will be required to provide evidence of this in line with government guidance <https://www.gov.uk/prove-right-to-work>.

*Agencies: Please note, Fairfield does not accept unsolicited CV's from any agencies. We only accept CV's from agencies that have been appointed and briefed on the position currently advertised.*

## JOB DESCRIPTION

JOB TITLE	Deputy Manager
REPORTING TO	Director of Care / Registered Manager (DoC/RM)
DIRECT REPORTS	Head of Social Wellbeing
SALARY	£42,000 to £49,000
HOURS	37.5 hours excluding breaks / 5 days per week
JOB PURPOSE	To work under the general direction of the DoC/RM in making sure that the service is safe and provides effective care for every resident and that each resident maintains their independence, retains choice and dignity and lives a full life and to deputise for the DoC/RM in her absence.

### Introduction

This Job Description is intended to provide a clear framework for the job holder to guide them in the requirements of the job. It indicates only the main responsibilities and competencies of the post.

It is not intended to be an exhaustive list of tasks, procedures and policies. It is the job holder's responsibility to ensure that they are familiar with all procedures and policies relevant to the job.

### Overview of Main Responsibilities (What the job involves)

<b>Clinical Responsibility and Resident Wellbeing</b>	<ul style="list-style-type: none"> <li>➤ To assist the DoC/RM in maintaining the highest standards of care and clinical practice in Fairfield and achieving CQC 'Outstanding' status.</li> <li>➤ To have regular involvement in clinical decision making alongside the DoC/RM to facilitate cover and to develop and maintain knowledge and skills.</li> </ul>
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	<ul style="list-style-type: none"> <li>➤ To cultivate an understanding and awareness of the intellectual, spiritual and social needs of all residents to enable them to have positive involvement in their care and support.</li> <li>➤ To be responsible for ensuring that both the spiritual and social wellbeing of each resident are integral to all aspects of daily life in Fairfield as well as being key factors in developing both the care plan and planning the schedule of organised activities.</li> <li>➤ To develop and maintain strong relationships with representatives of the University College student body and nursery in order to maximise the benefit to the residents of the proximity of a range of age groups and academic backgrounds.</li> <li>➤ To support the Head of Social Wellbeing in developing a range of group and individual activities that cater for the needs, wishes and aspirations of each individual resident.</li> <li>➤ To support the Assistant Manager to make sure that each resident is provided with tailored support to stay as physically and mentally active as they choose and are able to.</li> </ul>
<p><b>Quality Monitoring and Improvement</b></p>	<ul style="list-style-type: none"> <li>➤ To manage the resident satisfaction survey process including production of reports for current and prospective residents along with analysis for Trustees and the senior team.</li> <li>➤ To draw up a draft action plan from the survey for review by the Senior Leadership Team and ensure that all actions in the final plan are carried out by the agreed dates.</li> <li>➤ To keep the residents informed of outcomes of the survey, planned actions and completion of actions.</li> <li>➤ To maintain an action plan from feedback in regular residents' meetings with Trustees, ensuring actions are agreed by the Senior Leadership Team, that all staff involved are made aware of actions required as soon as possible and that they are carried out in a timely manner.</li> <li>➤ In the event of complaints, accidents and incidents, to carry out investigations and produce root cause analyses and action plans for agreement by SLT to facilitate learning and continued improvement.</li> <li>➤ Assist the DoC/RM in managing internal audit and making sure that all audit findings are recorded along with action plans and that all necessary steps are taken and recorded.</li> <li>➤ To spend sufficient time in the communal areas, outside spaces and residents' rooms to monitor care, behaviour, cleanliness, maintenance and any other matters contributing to the wellbeing</li> </ul>

	<p>and comfort of residents and visitors and the general reputation of the home and make sure action is taken promptly when required.</p>
<p><b>Operational Responsibility</b></p>	<ul style="list-style-type: none"> <li>➤ To manage admissions, communicate with potential residents and carry out assessments in line with agreed procedures and with the support of the DoC/RM, ensuring that all bookings are correctly notified to the administration team and accurately recorded to enable accurate and timely billing.</li> <li>➤ To understand and follow agreed financial and administrative procedures and make sure they are followed by the Head of Social Wellbeing and other team members.</li> <li>➤ When providing information to support purchasing decisions, to ensure that details are provided to enable value for money to be assessed.</li> <li>➤ To check and authorise Social Wellbeing expenditure and staffing rotas ensuring that they are in line with agreed plans and budgets.</li> <li>➤ To assist in the development and review of policies and procedures to maintain a safe service and excellent standard of care and to comply with all regulation and best practice standards.</li> <li>➤ To be responsible for monitoring and reviewing an agreed section of policies on the QCS system to ensure that they are appropriate to Fairfield, up to date and are appropriately disseminated amongst the staff.</li> <li>➤ To develop and maintain standards of care documentation for the Care Team and the Social Wellbeing Team and work with the Assistant Manager to make sure all staff are working to the agreed standard.</li> <li>➤ To develop relationships with researchers and research institutions and lead on the management of potential and actual research projects, that are in keeping with Fairfield’s strategy and the wellbeing of residents and can be managed without undue operational impact on the home.</li> <li>➤ To work as an active part of the Senior Leadership Team to support the management of operations at Fairfield and ensure any allocated tasks are carried out.</li> <li>➤ Assist the CEO with the development of strategic and operational plans and annual budgets with particular focus on Social Wellbeing and technology.</li> <li>➤ To attend Board of Trustees meetings, Senior Leadership Team meetings and Operations Group meetings and assist the CEO in the preparation of papers as appropriate.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ To support the on-call rota.</li> </ul>
<b>Team Leadership</b>	<ul style="list-style-type: none"> <li>➤ Work as part of the Senior Leadership Team to build a strong team environment and a positive approach among the Operations Group and the wider team, providing opportunities for personal and team development.</li> <li>➤ To work as part of the Senior Leadership Team to develop and disseminate Fairfield’s vision, mission and strategy amongst the team to promote high levels of aspiration and a forward looking approach.</li> <li>➤ To maintain and develop an approach to supported self-evaluation as a strategy for quality improvement throughout the Social Wellbeing Team.</li> <li>➤ To support and manage the Head of Social Wellbeing including annual appraisals and regular supervisions.</li> </ul>
<b>Technology</b>	<ul style="list-style-type: none"> <li>➤ To ensure that Fairfield is optimising its service by using the most up to date technology to manage all aspects of care including digital care management, medication, call bells, alarms, sensors, CCTV etc. and to continuously monitor the effectiveness of such systems.</li> <li>➤ To monitor and review data on Electronic Plan of Care software (currently PCS) for accuracy and completeness and ensure that the home benefits from use of the data available to improve its service.</li> <li>➤ To ensure that staff are competent and supported in using technology e.g. Electronic Plan of Care software (currently PCS) and medication software (currently ATLAS)).</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>➤ To support and facilitate an interdisciplinary approach to care and clinical matters.</li> <li>➤ To support the CEO and DoC/RM with the production of written reports (e.g. papers for Trustees, CQC PIR).</li> <li>➤ To ensure that all reports, letters and other written material for which you and your team are responsible and are produced for residents, Trustees, other stakeholders, display in the home or for external use or publication are accurate and well presented, to a high standard.</li> </ul>
<b>GDPR</b>	<ul style="list-style-type: none"> <li>➤ To take the lead in relation to General Data Protection Regulation GDPR.</li> <li>➤ To monitor compliance with the UK GDPR and other data protection laws, data protection policies and support the Senior</li> </ul>

	<p>Leadership Team in making sure that Fairfield’s policies are in line with current legislation.</p> <ul style="list-style-type: none"> <li>➤ To maintain up to date knowledge of GDPR and other data protection laws and ensure that the Senior Leadership Team is kept informed of relevant changes.</li> <li>➤ To engage in awareness-raising, training, and audits of GDPR.</li> <li>➤ To act as a contact point for the ICO and co-operate with the ICO as necessary.</li> </ul>
<b>Professional Responsibility</b>	<ul style="list-style-type: none"> <li>➤ To be prepared to undertake as required training to maintain and update all skills and knowledge to meet the needs of the residents living in the home.</li> <li>➤ To maintain up to date knowledge of and ensure compliance with legal and professional requirements (e.g. CQC, GDPR Health and Safety at Work) both yourself and within your team.</li> <li>➤ To ensure that all reports, letters and other written material for which you and your team are responsible and that are produced for residents, Trustees, other stakeholders, display in the home or for external use or publication are accurate, well presented and produced to a high standard.</li> <li>➤ To remain receptive to the changing needs of the service and to undertake any duties not covered in this document but falling within the general scope of the role.</li> </ul>

The Deputy Manager will undertake such other duties as the DoC/RM will from time to time determine and will remain receptive to the changing needs of the service and undertake any duties not covered in this document but falling within the general scope of the role.

### Relevant Competencies (How the job needs to be done)

Competency	Detail	Essential/Desirable
<b>Performance Focus</b>	➤ Is accountable for own performance and the performance of their team.	E
	➤ Makes sure tasks and responsibilities are fulfilled in a timely, cost effective manner.	E
	➤ Highly efficient and organised with a good eye for detail and strong time management skills.	E
	➤ Self-motivated and able to take the initiative in suggesting ways to work more efficiently and effectively.	E

<b>Management and Leadership</b>	➤ Sets clear direction and is confident in leadership and performance management of team members.	E
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	➤ Has a leadership style that is in accordance with the requirements of being a member of the Senior Leadership Team	E
<b>Effective Relationships</b>	➤ Strong relationship skills.	E
	➤ Ability to take a leading role in encouraging an approach within the team that is both professional and thoughtful.	E
	➤ Ability to manage team members so that they fulfil their roles to the best of their abilities.	E
	➤ A caring and positive approach to residents and their families and to colleagues, helping to foster a warm and comfortable environment in the home.	E
	➤ A willingness and an ability to work cooperatively with colleagues to produce the best outcomes for the home.	E
<b>Communication</b>	➤ A friendly, helpful and professional manner.	E
	➤ Excellent communication skills both orally and in writing.	E
	➤ Ability to deal appropriately and empathetically with sensitive and confidential matters.	E
	➤ Has the confidence, self-awareness and ability to make a positive impression on others.	E
<b>Professional Skills, Qualifications, Knowledge and Experience</b>	➤ Experience of working in Social Care at a senior level.	E
	➤ Level 5 NVQ in Management or equivalent.	E
	➤ Previous nursing / medical background an advantage	D
	➤ Working knowledge of the Health & Social Care Act 2008 and it's amendments.	E
	➤ Working knowledge of GDPR and related data protection legislation.	E
	➤ Understanding of audit and quality monitoring in a care setting.	E
	➤ Working experience of drawing up and carrying out a Plan of Care.	E
	➤ Experience of line management of staff.	E

	➤ Experience and sound understanding of care management and medication software including dealing with updates and faults.	E
	➤ Experience and knowledge of technology appropriate to care homes and similar settings such as call bell systems, sensor mats, alarms and CCTV systems.	E
	➤ Excellent IT skills including excel, word, outlook, use of databases and apps	E
	➤ Experience and strong skills in writing management reports and presenting data.	E
	➤ Knowledge of business support, administration systems, processes and best practice.	E

**Notes**

This Job Description may be reviewed and amended from time to time to meet operational requirements. Any changes will be confirmed in writing.