



# TERRAGLEN

## Residential Care Services

### Job Description

#### Deputy Social Care Manager

##### Introduction

TerraGlen is devoted to working in partnership with Service Users, their families, representatives and others to deliver a specialist, person centred and outcome focused service for individuals with disabilities.

All staff employed by TerraGlen are expected to:

- Work within the context of TerraGlen's Vision, Mission Statement and Philosophy.
- Work to progress their professional development in line with TerraGlen proficiency model.
- Recognise that each individual is unique and work in consultation with them to enhance their strengths and further enhance their quality of life.
- Adhere to TerraGlen's Code of practice, confidentiality, code of conduct and to display a high standard of professionalism.

##### Purpose of Role:

The Deputy Social Care Manager is required to fulfil the running of the service in support of the Person In Charge. The Deputy Social Care Manager is expected to build and maintain high standards of social work practice within the service and ultimately the organisation as a whole.

The Deputy Social Care Manager will share a commitment to the philosophy and objectives of the establishment jointly with the Person In Charge. The Deputy Social Care Manager will maintain professional standards in the social care centre and facilitate the operation of its day to day functions.

##### Qualifications:

A social care qualification or a qualification in a related and relevant field (*as listed below*);

- A degree in Psychology, Child and Adolescent Psychotherapy, Youth and Community Work, Social Work, Social Sciences, Teaching or Nursing;
- 3 years' experience of working at social care grade with children;
- A thorough knowledge of the principles and practice of social care,
- An understanding of basic management principles;

##### Essential:

Full Driving licence

##### Location of Role:

The post will be based at residential/ respite services. Travel may be required.

**Line Manager:**

The Deputy Social Care Manager is managed and supervised by the Person in Charge.

**Roles and Responsibilities:**

- Supervisory responsibility: Responsibility for supervising social care staff
- Deputise for the Manager in all operational aspects concerning the running of the establishment.
- Take ownership for educating themselves about each service user within the service and how their disability affects them.
- Report and recording and carrying out assessments.
- Be accountable for supporting the day to day running of the service and responsible for the execution and delivery of person-centred approach.
- Be accountable for organising, planning and executing training and development of the staff team through goal setting in supervision or through other communication methods.
- Work as part of a team. The Deputy Social Care Manager will be responsible for leading the team in the absence of management.
- Be responsible for chairing meetings, setting agendas and ensuring actions from meetings are followed up on.
- Supporting staff members in relation to taking ownership of their work load, engaging in supervisions and participating in meetings both within and outside the service.
- The Deputy Social Care Manager may be required to work shift work, weekends and or night duties.
- The Deputy Social Care Manager may be required to be a part of the on-call management rota.
- Responsible for building and maintaining a professional rapport and communicating with MDT, families and other personnel as required.
- Adhere to GDPR legislation, ensuring the upmost confidentiality at all times and role model this to staff members.
- Participate in ensuring that the service is of a high quality and ready for Inspection from HIQA at all times.
- To work alongside the regulations set out by HIQA and New Directions.
- Ensure that all administration tasks are kept up to date and in line with policies and standards.
- Complete audits and follow up on actions pertaining to these audits.
- Ensure that key workers are keeping their files and administration work up to date and completed at a high standard.
- Complete meaningful plans and goals for the service user, in consultation with their desires and choices.
- Ensure continuous review and improvement through evaluations of the service.
- In accordance with New Directions, ensure independence and integration into the community is promoted and supported.
- To oversee that staff are motivating, supporting and encouraging service users to engage in planned activities of their choice.
- Undertake required Health and Safety checks and Risk Assessments and record and report effectively.
- Carry out required Health and Safety related observing and reporting.

- Contribute to Service Users Person Centred Planning meetings and other relevant meetings pertaining to Service User, follow up on any actions, outcomes from the meetings.
- Endeavour to ensure that service users receive support in their daily lives.
- Support Service Users to make appropriate choices.
- Report concerns in relation to their welfare inclusive of safety and health requirements.
- Record accurately in line with National Standards and New Directions.
- To effectively support the service user in managing behaviours of concern, utilise Positive behaviour support plan, individualised to each service user.
- Participate in maintaining a high-quality service by adhering to all internal/ external audits and ensuring that all actions are followed up on.
- Ensure that all quality reporting required are completed in a competent and suitable manner.
- Follow all financial procedures in line with policies, report and record all discrepancies. Work within the budget.
- Develop and maintain professional rapport with co-workers and team to ensure an effective service is provided for service user. Offer day to day support to your team.
- Create opportunities for service users to be a part of the community.
- Promote opportunities for supporting service users volunteer and or employment/ educational needs.
- Attend all applicable and mandatory training and any other specified development programmes.
- Have the ability to use your own initiative.
- The ability to organise and prioritise your work load.
- Attend and engage positively to supervision and appraisals, utilising reflective practice to enhance development and skills and to reflect on practice.
- Take ownership of own professional development.
- Endeavour to ensure that any feedback, inclusive of suggestions, compliments and complaints is supported, encouraged, reported, recorded and utilised to enhance the improvement of the service.
- Undertake any other work which may arise within the scope of Deputy Social Care Manager in order to meet the requirements of the service.

