



Role Profile

Job Title

Residential Services Deputy Manager

Salary range

Point 48

Contract

Permanent 52 weeks

Main location

Portland College

Hours and basis

37.5 per week

Reports to

Assistant Principal Care

Date of issue

September 2023

Why Portland College needs this role

Portland College is a charity providing education, care and work opportunities to people with learning disabilities based on a campus close to Mansfield with a number of small of campus sites in Nottinghamshire. There are 240 learners and citizens and 500 staff. We need caring and compassionate people, who can show commitment to these positive values and deliver safe care with energy and enthusiasm. As the Residential Services Deputy Manager, you will assist the Residential Services Managers in the operational day to day management of the Residential Care services, ensuring their continued compliance with relevant legislation and regulatory frameworks.

What you will be doing

Delivering person-centred care:

- Coordinate and contribute towards initial and baseline assessments for new learner/citizen referrals, ensuring accurate person-centred assessments are completed within agreed timescales which are formally assessed and regularly reviewed with consent obtained
- Ensure safeguarding and the principles of the 2005 Mental Capacity Act are embedded in service delivery, promoting learners/citizens' rights and choices at all times and ensuring formal MCA Assessments and DoLs authorisations are in place when applicable
- To monitor the wellbeing and safety of citizens and report or escalate any concerns to the safeguarding team
- To have oversight that a meaningful activity programme is offered each day to every citizen in the service and staffing levels are adequate to achieve this
- To liaise effectively with family members, advocates and relevant professionals (internally and externally) to ensure that health and care needs of learners/citizens are met
- To maintain oversight that accurate daily care records are being completed by members of the team via the Care App

Staff management and supervision:

- To support the Residential Care Service Managers in ensuring staff are following the learners/citizens plans of care and working towards individual timetables at all times, delivering a high standard of personal care in line with appropriate regulations and best practice
- To complete Individual Performance Reviews (IPRs) and supervisions in set timeframes, identify ongoing training needs and ensure staff are up to date with all mandatory training
- Ensure there are sufficient numbers of suitably qualified staff allocated appropriately to meet the service needs at all times

Quality and compliance:

- Support Residential Care Service Managers in implementation of care quality plans and completion of Care Self-Assessment Report (SAR) reviews in preparation for the College Governor Assurance activities.
- To support the Residential Care Service Managers in ensuring the service meets, and indeed exceeds, the requirements of the Health & Social Care Act 2008 (Regulated



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Activities) Regulations 2010, the Care Quality Commission guidance 'Essential Standards of Quality & Safety' where applicable, Health & Safety at Work Act, 1974 and the Local Authority's Key Standards of Care

Safeguarding

- To act as a Deputy Designated Safeguarding Lead (DDSL)
- Participate in the on-call rota as required

Behavioural Support

- In collaboration with the Behaviour Team, ensure Behaviour support and Person-Centred plans are in place and implemented for people with complex physical / learning disabilities

Key results we want to see from this role

- Progression of learners/citizens accessing the service through skills development and achieving identified learning goals/personal outcomes
- Contribute to 'Outstanding' (or at least 'Good') CQC inspection rating

Dimensions of the role

- Deputise for the Residential Care Service Managers if required i.e. during period of absence

Key work relationships

- To work in collaboration and under the guidance and direction of the Assistant Principal Care and in partnership with Residential Service Managers.
- Be fully committed to your own continuous professional development (CPD), undertaking development opportunities as required for the role.

Working Environment/Working Pattern

The role will generally involve working 8.30am to 4.30pm, Monday – Friday. However, some flexibility will be required to work outside of these hours to meet the operational needs of the service. This may include working evenings, weekends and bank holidays when required. The role is based on the Portland Campus. However, you will also be expected to work across all community hub sites and locations when required and maintain regular contact with these.

Other information

Portland College is committed to safeguarding and promoting the welfare of its learners, customers, volunteers and staff. We expect all our staff to be aware of their responsibilities to protect learners, citizens, customers, volunteers and staff from abuse or harm, to promote British Values and to prevent the radicalisation of learners, citizens, customers, volunteers and staff. Successful applicants will be required to undertake an Enhanced Disclosure and Barring Service (DBS) check, provide proof of their right to work in the UK and comply with health screening to assess their mental and physical fitness to carry out their duties.

The post holder is expected to undertake such other duties as the management may from time to time reasonably require. The above role profile is not all encompassing and is subject to regular review. The above role profile is not all encompassing and is subject to regular review.

Signature of post holder

Date

I have read and accept the duties and responsibilities outlined in this role profile.