



**South West Action for Learning and Living Our Way**

**Patron John Cullum DL**

The Old Engine House, Old Pit Road, Westfield, Radstock BA3 4BQ

## **Deputy Registered Manager Vacancy at SWALLOW Charity**

Thank you for your interest in SWALLOW Charity. We are an expanding local charity based in Westfield, carrying out our work within Bath and North East Somerset. This role provides an exciting opportunity to make a direct, positive difference to local teenagers and adults with learning disabilities.

SWALLOW was founded in 1993 and the charity now supports over 130 members, providing tailor-made support to enable them to live their lives to the full as independently as possible.

SWALLOW is user-led which means that our members are at the heart of everything we do. Our members have a say in all of the courses, activities and events that we run. This role is integral to empowering every individual and to maintaining the high standards and variety that our members expect from us.

To apply for this job please download the Job Description, Person Specification, and our Application and Monitoring Form.

Please return your completed Application and Monitoring Form to:

Lucy Gilbert SWALLOW

The Old Engine House

Old Pit Road, Westfield

Radstock

BA3 4BQ

Email: [LucyGilbert@swallowcharity.org](mailto:LucyGilbert@swallowcharity.org)

Deadline for Applications is Monday 20<sup>th</sup> September 2021

Any enquiries about the vacancy can be made to Lucy Gilbert on 01761 414034.

We look forward to receiving your application,

Yours faithfully

Michelle Cox Human Resources Manager



**SWALLOW is working to make sure that teenagers and adults with learning disabilities live the lives they choose, through user led support.**



**Job description**  
**Deputy Registered Manager**

Title:	Deputy Registered Manager
Salary:	£13.81 per hour
Hours of work:	35 hours per week Monday-Friday
Responsible to:	Registered Manager
Responsible for:	Senior Support Workers across Supported Housing, Base House and Outreach services
Place of work:	SWALLOW Office and across our services

**Role:**

The Deputy Registered Manager will provide management and leadership to a team of Senior Support Workers. They will be responsible for ensuring all SWALLOW members in our Supported Housing, Base House and Outreach services are assessed and receive the highest possible level of support. They will also ensure that all regulatory standards are met and exceeded.

The Deputy Registered Manager will act as an ambassador for SWALLOW. They will be responsible for ensuring good communication to facilitate new referrals and joint working.

The Deputy Registered Manager will be responsible for managing staff and delegated budgets in accordance with SWALLOW's Policies and Procedures.

**General Responsibilities:**

- Manage and co-ordinate the smooth running of SWALLOW's Supported Housing, Base House and Outreach services, so that SWALLOW members receive the best possible support.
- Ensure that all services are delivered with SWALLOW's core values and in line with SWALLOW's Policies and Procedures.
- Ensure that services are of a standard which meet and exceed standards set by regulatory bodies, including the National Care Standards and CQC guidance.
- Deploy staff in a way which meets the needs of our members and maximises efficiency.

- Undertake administrative tasks as required e.g. in relation to staff records, management returns and maintaining records to ensure services comply with CQC and the Local Authority requirements.
- With support from SWALLOW's finance team, monitor all financial matters relating to the services in accordance with finance policies and procedures.
- Liaise with external professionals, individuals and families as required to ensure that the needs of the members are met.
- Work closely with the Registered Manager to keep them up to date with the day to day running of the services and bringing any concerns/problems to their attention.

### **Ensure best practice:**

- Ensure that correct person-centred support arrangements are in place for each individual and reviewed regularly.
- Monitor quality assurance results to ensure that we have a culture of continuous improvement.
- Actively promote and support inclusion, ensuring that individuals are supported to participate in community and work opportunities according to their interests and wishes.
- Ensure health and safety requirements are met within services and comply with Health & Safety Legislation.
- Spend periods of time in each area to allow an opportunity to build relationships and see what is happening first-hand. This will also act as a further opportunity to monitor best practice.

### **Management of teams and individuals:**

- Contribute to the recruitment, appointment and induction of staff.
- Line-manage the Senior Support Workers to ensure the efficient running of their areas and to create an atmosphere conducive to the best interests of members.
- Provide good quality supervision and performance management to the SWALLOW Senior Support Workers.
- Work with HR to manage staff issues related to; recruitment, supervision, annual leave and sickness monitoring, disciplinary or grievance or any other matters that need to be managed or resolved through this route.
- Promote and support effective team working through good communication and regular team meetings.

- Identify individual and team learning and development needs and plan to meet these in conjunction with learning and development of staff.

### **Additional Duties:**

- At all times be responsible for safeguarding SWALLOW members – reporting to the Registered Manager and Chief Executive
- Participate in the Duty Manager on-call system.
- Work flexibly to meet the needs of the service, carrying out shifts if necessary.
- Work with seniors and office administrators to ensure the smooth running of rota's and assisting to find solutions to any issues.
- Deputise for the Registered Manager, as required.
- Undertake additional activities such as attendance at meetings and involvement in project groups to further individual and organisational development.
- Plan and implement service development along with the senior management team

### **Qualifications and Experience:**

It is essential that the post holder achieves a relevant qualification for the post. Therefore, candidates must either hold a qualification allowing the applicant to register with the CQC or commit to working towards such a qualification, and to successfully completing this qualification within a time frame specified by Management to enable them to remain on the CQC Register.

A Level 4 in Care and/or Management would be an advantage. Applicants should have at least two years' management experience.

Continue to professionally develop in order to improve own knowledge and skills.

### **Other information**

#### **General**

All Swallow employees are expected to comply with statutory requirements and SWALLOW's employment policies while carrying out their work. This post is one of continual development and the post holder will be encouraged to develop skills and capabilities, including participation in projects and training events. Accordingly, the range of duties and responsibilities outlined above may change from time to time to reflect the changing needs of SWALLOW. All employees and Trustee board members are DBS checked.

#### **Equal Opportunities**

The post holder must at all times carry out his/her responsibilities with due regard to SWALLOW's Equal Opportunities Policy.

## **Performance Review**

Overall performance will be formally assessed and reviewed regularly, with additional informal assessment taking place as necessary.

## **Health and Safety**

All employees are subject to the Health and Safety at Work Act. The post holder is required to pro-actively comply with their duties as described by SWALLOW's Policy and objectives for health and safety.

## **Confidentiality**

All employees are required to work in a confidential manner in all aspects of their work.



## **Person specification for Deputy Registered Manager**

### **Essential qualities:**

- Experience of working with people with learning disabilities in a supportive role
- Excellent management, leadership and conflict resolution skills
- Good understanding of user led person centred care
- Understanding of duty of care and safeguarding procedures
- Excellent administrative skills and computer literacy
- Minimum Level 4 or working towards qualification in health and social care
- Excellent understanding of the Care Quality Commission, their regulations and experience of working within this framework
- To hold a full driving licence and a car available to use for work
- Experience of monitoring and managing quality in a care setting
- Commitment to respecting the rights of people with learning disabilities at all times promoting their privacy, dignity and independence

### **Desirable qualities:**

- Level 5 qualification in health and social care
- Experience of working in the charity sector
- Previous management/supervisory training
- Knowledge of data protection and GDPR legislation