



Social Services Directorate Provider Services

Post Title	Deputy Manager		
Post Number	BG NEW	Grade	7
Base	Cwrt Mytton Residential Home	Hours of Work	30
Car User Allowance		Disclosure	Enhanced
Contact	Joanne Hawkins	Updated	January 2025

Politically restricted **No** **Yes ***

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990.

Principal Job Purpose

Responsible to: Registered Manager

Responsible for: To support the Registered Manager in the day-to-day management, operation and administration of the Home. The post holder will be responsible for supervising, monitoring and evaluating the care delivered to residents, ensuring everyone is treated with dignity and respect, developing and delivering care and support to the highest standard. Ensuring individuals' needs are central to their health and wellbeing.

Principal Accountabilities

1. To ensure the standards and principles laid out in the Regulation and Inspection of Social Care Act 2016 underpin all aspects of your work.
2. To register with Social Care Wales.
3. Assist the manager to develop the provision to meet outcomes as defined within care and support plans following assessment undertaken in line with the Social Services and Wellbeing (Wales) Act.
4. Take responsibility for the running of the home in the absence of the Registered Manager.
5. To direct and monitor staff teams in care delivery. To ensure that resources are used efficiently and effectively.
6. Ensuring effective rota management, via appropriate skill mix, care needs, management of sickness and absenteeism and budget control.
7. To ensure that robust systems are in place for monitoring referrals, progression and reviews.

8. Assist the Registered Manager produce and maintain systems and procedures for auditing and assuring the quality of care provided.
9. Ensure effective communication with Registered Manager and all stakeholders i.e. Residents, families and carers, staff teams and other professionals. To attend reviews, produce reports as required.
10. To develop monitor and evaluate support plans and risk assessments. To ensure reviews are undertaken via audit. Ensure action plans are implemented when need is identified.
11. Ensure Service Users are protected from all types of abuse in accordance with the Safe Guarding Policy.
12. Undertake supervision/appraisals with staff teams in accordance with BGCBC supervision policy. Identify training and development needs for self and staff.
13. To ensure effective monitoring and reporting in relation to DOLS.
14. Ensure resident's safety is maintained. To assess individual's competency in the administration of medication, monitor compliance via audit.
15. Contribute to the production and implementation of the annual Business Plan.
16. To attend all training relevant to the post, in line with BGCBC competency frame work.
17. To provide leadership and support necessary for the implementation of change and the modernisation of service to enhance the wellbeing of the residents
18. Assist in the selection and recruitment of staff.
19. To cover in the absence of the Team Leader and any other duties appropriate to the continued delivery of the service.
20. To make decisions and use discretion as appropriate to your grade and level, seeking advice where appropriate.
21. To be flexible in relation to work demands and to prioritise where appropriate.
22. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
23. To comply with the relevant sections of the Authority's policy statement on Health Safety and Welfare at Work. Ensure compliance is in line with external regulatory bodies, standards and requirements.
24. Any other duties appropriate to the grade and post as directed by the Director of Social Services.

Person Specification - Middle Manager

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Qualifications/relevant experience					
NVQ/QCF level 3 in Health & Social Care or equivalent and a willingness to work towards level 4	E	✓			
Management Qualification	D	✓			
Registered with Social Care Wales or willingness to register.	E	✓			
Other experience					
Relevant experience working in EMI/Dementia Services	E	✓			✓
Demonstrate experience of managing/supervising and coordinating a staff team.	E	✓			
Good working knowledge of IT systems.	E	✓			
Knowledge/Skills					
<ul style="list-style-type: none"> • Understand the importance of the principles that promote independence i.e. dignity, choice and privacy. • Understand and respect the principles of confidentiality. • Knowledge of minimum standards set by Care Standards Inspectorate for Wales. • Understand the All Wales Policy for Safeguarding. • Understand the DOLS Policy and process. • Understand Blaenau Gwent's Supervision policy and competency framework • Understanding of administrative duties within the establishment. • Able to work in partnership with service users to enable them to achieve greater independence. • Able to write legible accurate reports • Able to liaise & communicate effectively with other agencies • Able to identify risks & formulate individual assessment • Able to complete a staff rota system. • Able to work effectively within a team • Able to participate fully in meetings. • Able to assist with service users' personal care needs whilst respecting their personal dignity. • Able to act as a link worker to individual service users as required, formulating the necessary plans in partnership with others. 	Essential for all of the knowledge / skills		✓		

2. Welsh Language Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	D	✓	✓		

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

3. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Able to work flexible hours including weekends and to sleep in when required	E		✓		
Be able to drive and have a clean drivers licence	E	✓			

4. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method					
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Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Leading People	Sets the standard of leadership for the service				✓
	Provides clear direction and goals for the service		✓		✓
	Takes direct responsibility and is accountable for actions				✓
	Ensures the principles of equality and diversity are embedded in the service				✓
	Recognises and celebrates others' contributions & achievements				✓
	Challenges inappropriate behaviour				✓

Assessment Method					
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Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating the Vision	Translates the vision into operational objectives				✓
	Develops long term objectives and strategies for own service area to achieve the vision				✓
	Proactively promotes the vision to others				✓
	Ensures others understand how their role contributes to achieving the vision				✓

Topic	Competencies	Assessment Method			
		App Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Facilitating High Performance and Results	Is committed to continually improving performance of self and others				✓
	Sets ambitious performance targets and priorities for self and others				✓
	Gives regular, constructive feedback on team/individual performance				✓
	Motivates others to achieve and improve performance				✓
	Recognises and celebrates success				✓
	Challenges poor performance appropriately				✓
	Seeks learning opportunities from results				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Maximising Potential	Encourages and develops personal accountability in others				✓
	Encourages others to think for themselves				✓
	Promotes risk-taking and supports appropriately				✓
	Develops the skills, experience, and ambition of others at all levels to enhance flexibility of services				✓
	Promotes development in self and others				✓
	Supports and trains others in own areas of expertise				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Promotes a culture of open communication				✓
	Communicates effectively, using a variety of styles, with a broad range of people				✓
	Creates and develops networking opportunities to influence				✓
	Actively listens and respects others' points of view				✓
	Checks own and others' understanding				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Making Informed Decisions	Considers implications of proposed decisions				✓
	Ensures decisions link to continually improving performance				✓
	Understands problem solving is part of the improvement process				✓
	Has the confidence to make ambitious, difficult, or unpopular decisions				✓
	Is able to justify and explain decisions				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working together	Understands partnerships in the context of the "big picture"				✓
	Promotes and contributes to multi-agency partnerships to continually improve services for the citizen				✓
	Networks effectively internally and externally				✓
	Identifies the expertise of others				✓
	Proactively shares knowledge and information				✓
	Seeks out the most appropriate people to contribute to partnership working, both inside and outside the service				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Promoting a Citizen Centred Culture	Recognises the importance of contributions from the community to setting and achieving continually improving services				✓
	Promotes and develops a continually improving citizen-focused culture within the service				✓
	Contributes to initiatives enabling regular consultation and feedback from citizens on the quality and appropriateness of service delivery.				✓
	Engages with the community appropriately and respectfully				✓
	Is an ambassador for the organisation and the community it serves				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working With Councillors	Establishes and continually improves positive and appropriate interaction with all Councillors				✓
	Provides timely, constructive, high quality professional advice to assist the political decision-making process				✓
	Abides positively with the protocols relevant to the political relationship				✓
	Is confident to refer enquiries to others when appropriate				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Pushing the Boundaries	Regularly and constructively challenges the status quo				✓
	Proactively thinks how potential change will affect the citizen				✓
	Taps into the innovative and creative potential of others				✓
	Considers different methods/approaches				✓
	Encourages others to suggest new ideas				✓
	Supports and develops others' ideas				✓
	Looks creatively inside and outside the organisation for new ideas and actively shares good practice				✓