JOB DESCRIPTION

TITLE: Deputy Manager – Home Support

ACCOUNTABLE TO: Head of Care Services

JOB PURPOSE

To support the Head of Care Services in the strategic and operational delivery of Age UK Leicester Shire & Rutland's Home Support services. The Deputy Manager will hold delegated authority and responsibility for service quality, staff management, and day-to-day coordination. The role combines leadership, compliance oversight, and hands-on service coordination, ensuring that the Home Support team operates efficiently, safely, and in line with the charity's person-centred care values.

MAIN RESPONSIBILITIES:

LEADERSHIP & OPERATIONAL OVERSIGHT

1. Support the Head of Care Services with the strategic development and operational management of the Home Support service.
2. Act as a deputy in their absence, providing leadership and decision-making to ensure service continuity.
3. Contribute to service planning, quality improvement initiatives, and service evaluation.
4. Monitor staff attendance in accordance with the organisation's absence procedures and ensure timely response to attendance issues.
5. Monitor compliance with regulatory standards, safeguarding responsibilities, and internal policies.

TEAM MANAGEMENT & DEVELOPMENT

1. Provide direct line management to a designated group of staff including Assessment Officers, Home Helps, Handypersons, Gardeners, Deep Clean Operatives, Footcare Assistants and Home Care Workers.
2. Conduct supervisions, appraisals and regular team meetings in line with organisational policies.
3. Oversee induction of new staff and carry out comprehensive 3 & 6 month reviews.
4. Identify training needs and support learning and development of staff.

SERVICE COORDINATION

1. Coordinate and schedule client visits, ensuring the most suitable staff are allocated to meet client needs.
2. Develop, organise and maintain cost-effective rotas that ensure consistent, high-quality care and support.
3. Respond to client and staff requests and enquiries, handling telephone and in-office queries promptly and professionally.
4. Liaise directly with clients, responding to service requests, changes, and feedback to ensure that client needs are consistently met.
5. Adapt care plans and schedules based on evolving client needs and service requirements.

OUT OF HOURS & EMERGENCY SUPPORT

1. May be required to participate in an on-call rota to provide out-of-hours support to staff, offering assistance and direction as needed.
2. May be required to be available to cover client calls when necessary, ensuring continuity of care in case of staff shortages or emergencies.

ADMINISTRATION & SYSTEMS

1. Take a lead role in managing and troubleshooting the rostering system, supporting other users and liaising with the software provider or IT team when needed.
2. Support team training and adherence to procedures for database usage, ensuring data quality and system efficiency.
3. Use reporting tools within the system to track KPIs, identify gaps or inefficiencies in scheduling, and present data for service planning.
4. Manage data entry and reporting within the organisation's database systems to support accurate invoicing and operational planning.
5. Ensure timely and accurate reporting of incidents, risks, complaints and compliments to the Head of Care Services.

MONITORING AND QUALITY

1. Support audits and contribute to maintaining quality standards in line with internal KPIs and external requirements.
2. Promote safeguarding awareness and act as a safeguarding lead as needed.
3. Support the complaints process by responding to concerns, ensuring timely, empathetic resolution and that outcomes are documented and inform service improvements.
4. Assist with the development and review of care documentation and procedures.

RECRUITMENT AND MARKETING SUPPORT

1. Participate in the development and implementation of recruitment and marketing strategies.
2. Represent the Home Support team at internal and external meetings, forums, and events.
3. Identify other service opportunities to improve the client's experience and lead on initiatives to increase service provision.

TRAINING & DEVELOPMENT

1. Undergo mandatory and departmental training and development as required.
2. Evaluate training undertaken and integrate it into your work programme.

HEALTH AND SAFETY

1. Adhere to Age UK Leicester Shire & Rutland's Health & Safety Policy and related policies mentioned therein.
2. Where applicable ensure project activities are risk assessed in line with the organisation's Health and Safety policies and procedures.

WORKING PRACTICES/GENERAL

1. As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.

    Details of these and other Age UK Leicester Shire & Rutland policies can be found in F:\COMMUNAL FOLDER\POLICIES or on the Select HR self-service portal.

2. Age UK Leicester Shire & Rutland is committed to its charitable aims, and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to partake, when possible, in events which support these charitable aims.

3. Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it is introduced. Training will be provided to staff who require it.

4. To undertake any other duties that may reasonably fall within the purview of the job.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.

Signed: _____   **Date _____**

Please print name: _____