

JOB DESCRIPTION

Job Title:	Homecare Deputy Manager
Reports to:	Homecare Registered Manager
Location:	SIL office, Leominster
Hours:	37.5 hours per week
Salary:	£35,880 per annum

Services for Independent Living is a Voluntary Organisation led by disabled people. Our vision is to provide a comprehensive range of services that support people to live independently within their own homes and communities.

Position in Organisation

This is an important role within SIL, deputising and reporting directly to the Registered Manager. The role requires a high degree of flexibility, initiative and the ability to work unsupervised on a day to day basis.

The post holder must show clear commitment to the SIL guiding principles:
Partnership; Respect; Innovation; Diversity; Equality; Strength based

Principal Accountabilities

The Homecare Deputy Manager supports the Registered Manager in overseeing the delivery of homecare services. This role involves managing staff, ensuring compliance with regulations, and maintaining high standards of care. The Deputy Manager will act as a key point of contact for staff and service users, ensuring smooth operations and quality outcomes.

Deputises for the Registered Manager and in their absence has full delegated operational responsibilities (this may include attendance and reporting directly to CEO and Trustees).

Confidently cover duties of Homecare Co-ordinator during times of absence.

PLANNING

The Deputy Manager works with the Registered Manager to deliver the Operational Plan and ensure CQC compliance. Responsibilities include:

- Completing and reviewing assessments, support plans, and risk assessments with service users.
- Supervising, appraising, and holding regular team meetings with staff.
- Evaluating service delivery through stakeholder feedback.
- Providing consistent support and effective on-call cover.

LEADERSHIP & MANAGEMENT / MANAGING PEOPLE

- Deputise for the Registered Manager as and when required.
- Line management of Senior and Homecare Support Workers.
- Communicating SIL's vision and values, motivating staff through role modelling.
- Ensuring policies and procedures are followed, challenging poor practice.
- Promoting teamwork, communication, and innovation.
- Supporting recruitment, performance management, and professional development, including interviews.
- Leading disciplinary processes when required.
- Contributing to organisational initiatives and development.

USER CENTRED SERVICE

- Accountable for delivering a reliable, high-quality service to users and purchasers.
- Ensuring service users are involved in design, monitoring, and evaluation of services.
- Reviewing feedback against desired outcomes to measure progress.

LEARNING & DEVELOPMENT

- Promoting a coaching culture where appraisal and training support growth.
- Contributing to the annual training plan and staff development.
- Supporting induction, coaching, and mentoring of new and existing staff.

MANAGING RESOURCES

- Liaising on funding, contracts, and customer agreements.
- Overseeing data systems for rotas, invoicing, and payroll accuracy.
- Managing team resources within budget.
- Championing Access software for data and performance monitoring.

COMMUNICATION & PROMOTION

- Maintaining clear communication with service users, staff, and stakeholders.
- Ensuring teams work effectively to achieve outcomes.
- Building relationships and positively representing SIL at events.

WORKING WITH OTHERS

- Collaborating with other SIL services to provide seamless support.
- Planning and facilitating meetings, both in person and virtual.
- Sharing on-call duties, offering guidance and direct support when needed.
- Seeking line manager approval for media contact.

MONITORING & EVALUATION

- Consulting service users regularly and acting on feedback.
- Supporting outcomes monitoring and staff compliance with policies.
- Promoting and applying the complaints policy, assisting with investigations.
- Representing SIL positively in all work and external engagement.
- Assisting with collection and reporting of monitoring information.
- Prepare for inspections, complete audits and implement action plans

These duties may vary from time to time without alteration to the general character of the post or level of responsibility entailed. It is expected therefore that the post holder will undertake any other duties commensurate with the grading of the post and allocated by the Registered Manager or Chief Executive.