**Tao Complex Care**
12 Granby Road, Harrogate
North Yorkshire, HG1 4ST

**0330 174 2697**
**complexcare@tao-ss.co.uk**
**taocomplexcare.co.uk**

# Deputy Manager

**Job Title**
Deputy Manager
**Responsible For**
Team Leaders, Senior Support Workers, Care Coordinators, Support Workers , and all operational care staff.
**Purpose of the Position**
The Deputy Manager is a key member of the management team responsible for supporting the Registered Manager in the effective leadership, organisation, development, and quality assurance of the care service. The post holder will ensure that safe, person-centred, and high-quality care is delivered in accordance with regulatory requirements, service agreements, Support Plans, and company policies.
The Deputy Manager will provide operational leadership to Team Leaders, Senior Support Workers, and Support Workers , ensuring the service remains compliant with Care Quality Commission (CQC) standards and promotes positive outcomes for service users.

**Principal Responsibilities**
The post holder will be expected to:

1. Support the Registered Manager with the day-to-day operation of the care service.
2. Assist in ensuring the service operates in accordance with all relevant legislation, CQC regulations, and best practice guidance.
3. Lead, supervise, and support Team Leaders, Senior Support Workers, and Support Workers in carrying out their duties effectively.
4. Conduct needs assessments and participate in the development, implementation, and review of person-centred Support Plans.
5. Ensure all new care packages are implemented smoothly and in line with assessed needs.
6. Monitor service delivery through audits, spot checks, observations, and quality assurance visits.
7. Investigate incidents, accidents, complaints, concerns, and safeguarding matters, escalating to the Registered Manager where required.
8. Ensure safeguarding procedures are understood and followed by all staff.
9. Participate in on-call management responsibilities as required.
10. Support recruitment activities, including interviewing, selection, induction, and probationary reviews.
11. Assist in delivering staff supervision, competency assessments, appraisals, coaching, and performance management.
12. Ensure staff training compliance is maintained and that development opportunities are promoted.
13. Monitor staffing levels and support rota planning to ensure safe and effective service delivery.
14. Work collaboratively with healthcare professionals, local authorities, commissioners, families, and other stakeholders involved in service users' care.
15. Conduct regular service user reviews and ensure Support Plans, risk assessments, and records remain accurate and up to date.
16. Analyse service performance data and quality metrics, identifying areas for improvement.
17. Support the implementation of quality improvement initiatives and business development strategies.
18. Promote a positive culture of dignity, respect, equality, inclusion, and person-centred care.
19. Manage and oversee medication practices in accordance with company policy and regulatory requirements.
20. Provide direct care and operational support during emergencies, staffing shortages, or periods of increased demand.
21. Act in the absence of the Registered Manager and undertake delegated management responsibilities.
22. Maintain accurate records and ensure all documentation meets regulatory and organisational standards.
23. Act as an ambassador for TAO Complex Care Limited and maintain positive professional relationships with service users, families, professionals, and external agencies.
24. Engage in ongoing professional development and maintain knowledge of current legislation, regulations, and care sector best practices.
25. Work flexibly as part of the management team to meet the needs of the service.

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**Key Qualities**

The successful candidate will demonstrate:

1. Minimum 3 years' experience within health and social care.
2. At least 1 year of supervisory, senior care, team leadership, or care coordination experience.
3. Strong knowledge of domiciliary care operations and person-centred care delivery.
4. Understanding of CQC Fundamental Standards, Key Lines of Enquiry (KLOEs), and regulatory compliance.
5. Experience conducting staff supervisions, appraisals, competency assessments, and performance management.
6. Ability to lead, motivate, and develop staff teams.
7. Excellent communication, organisational, and interpersonal skills.
8. Experience managing rotas and workforce planning using staff scheduling software.
9. Ability to prioritise workload and manage competing demands effectively.
10. Knowledge and experience of safeguarding adults and children.
11. Strong problem-solving and decision-making skills.
12. Ability to monitor care packages, Support Plans, and service quality effectively.
13. Experience working collaboratively with multidisciplinary professionals and external stakeholders.
14. Commitment to delivering exceptional customer service and positive service user outcomes.
15. Positive, proactive, and solution-focused mindset.
16. Full UK driving licence and access to a vehicle for business use.

**Essential Qualifications**

- Level 3 Diploma in Adult Care (RQF) or equivalent.
- Willingness to work towards Level 5 Diploma in Leadership and Management for Adult Care if not already achieved.
- Up-to-date mandatory training relevant to care services.

**Desirable Qualifications and Experience**

- Level 5 Diploma in Leadership and Management for Adult Care or equivalent.
- Previous experience as a Deputy Manager, Care Coordinator, Team Leader, or Senior Support Worker in a domiciliary care setting.
- Experience supporting CQC inspections and quality improvement programmes.
- Knowledge of care management software and electronic care planning systems.

**GENERAL RESPONSIBILITIES: POLICIES AND PROCEDURES**

The post holder is required to familiarise themselves with all company policies and procedures and to comply with them at all times. Failure to comply may result in disciplinary action up to and including dismissal.

The Deputy Manager is expected to:

1. Treat others as they would wish to be treated.
2. Listen to, support, and encourage colleagues.
3. Value the experience and contribution of others.
4. Respect individual beliefs, backgrounds, and perspectives.
5. Demonstrate professionalism, courtesy, and consideration.
6. Promote fairness, honesty, and integrity.
7. Lead by example in professional conduct and ethical practice.
8. Encourage a culture of respect and inclusivity.
9. Challenge behaviours that do not align with company values.

**CONFIDENTIALITY & DATA PROTECTION**

The post holder must maintain the confidentiality of information relating to service users, staff, and business operations and comply with the Data Protection Act 2018, UK GDPR, and all company Information Governance policies at all times.

**HEALTH AND SAFETY**

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Employees must comply with the Health and Safety at Work Act 1974 and all associated legislation, policies, and procedures. The Deputy Manager has a responsibility to promote safe working practices and ensure staff adhere to risk management processes.

**MANAGING STRESS**
The post holder must promote wellbeing and support staff in managing workplace stress in accordance with company policies and available support services.

**HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)**
The post holder must comply with infection prevention and control procedures, the Hygiene Code, and all company policies designed to protect service users, staff, and visitors.

**EQUALITY, DIVERSITY & INCLUSION**
TAO Complex Care Limited is committed to equality, diversity, and inclusion. The Deputy Manager must actively promote these principles and ensure they are embedded throughout service delivery and workforce management.

**FLEXIBILITY**
This job description provides an outline of the main duties and responsibilities associated with the role. The post holder will be expected to undertake any other duties commensurate with their position, qualifications, and experience as reasonably required by the Registered Manager or Directors of TAO Complex Care Limited.

**Reports to: Registered Manager**
**Direct Reports: Team Leaders, Senior Support Workers, Support Workers**
**Location: Community-Based / Care services / Office**
**Salary: Dependent on experience**
**Hours: Full Time (including on-call responsibilities as required)**