



## JOB DESCRIPTION

**Name of Employee:**

**Position Held:**

Deputy Manager – Care

**Minimum Hours worked:  
(net of breaks)**

This role requires a minimum of 33 hours worked per week. Additional hours are available for this position and will be discussed and agreed upon during your interview

**Care Home:**

**Date employment commenced:**

**Reporting to:**

Home Manager

### Introduction

Jasmine Healthcare is a privately owned group, which currently operates six care homes for the elderly, but with significant expansion plans for the future in line with its mission.

Whilst we aim to be a profitable company and provide shareholder returns, this is primarily to allow us to achieve our mission:

*By prioritising **our people**, our mission is to provide the **highest standards of care** to as many elderly residents as possible*

The key aspects of our mission are:

- 1) **Our people** are fundamental to Jasmine and our success in achieving our mission. Jasmine is totally focussed on recruiting the best people, then giving them the best inductions and training, and constantly engaging with our team. We also believe in rewarding and incentivising everyone in the Jasmine team for their contribution to us exemplifying our values and achieving our mission and objectives. We regularly do team surveys to monitor the engagement and wellbeing of our team. We are also absolutely committed to providing great training, and consequently aim for over 60% of our team to have a Diploma in Care or equivalent, and to complete as much additional training as possible.
- 2) To provide the **highest standards of care** is not just a cliché, we are totally committed to doing whatever is required to ultimately get all our homes to be rated as Outstanding with CQC. In order to achieve this we have our own rigorous internal audit and compliance process, which results in all our homes having their own Jasmine Compliance Report (JCR) and Jasmine Compliance Score (JCS) every month. We also do regular Quality Assurance exercises and put significant emphasis on carehome.co.uk reviews



- 3) To provide the highest standards of care **to as many elderly residents as possible**. This means that we have a positive impact on the lives of more team members (as we will employ more people) and more residents (and their relatives). We will achieve this by both maximising occupancy in our existing homes, and by purchasing one new care home every year and doing one major extension and refurbishment project each year.

Jasmine measures its success against its mission through the achievement of its primary aims, which are as follows:

- 1) For all our homes to have a team turnover rate of less than 30% per year
- 2) For over 60% of all our team to have a Diploma in Care Qualification
- 3) For all our homes to be rated Good or Outstanding by CQC and all other Regulatory bodies
- 4) For all our homes to have a Jasmine Compliance Score (JCR) of over 80% at all times
- 5) For all homes to have a [www.carehome.co.uk](http://www.carehome.co.uk) Rating of over 9.5 out 10.0
- 6) For all our homes to be over 95% occupied, so that as many residents as possible can enjoy our high standards of care

Jasmine continually strives to improve its performance against these Aims, and believes an important contributor to its success is all its team exemplifying the Jasmine Values (see below).

### **Job Purpose**

To achieve Jasmine's mission in the home you manage, by ensuring all your residents are provided with the highest standards of care, and doing everything you can to develop, motivate, and improve the wellbeing of your team.

Whilst always prioritising the above, the job holder must also ensure their home's profitability, in order to maximise the money available to reinvest in improving their home, Jasmine's other homes, and for Jasmine to purchase additional under-performing homes, as part of its mission to improve elderly care in the United Kingdom.

### **Objectives of the Job Role**

Your role at Jasmine comes with defined objectives that focus on key areas of accountability. These objectives are designed to ensure that you are contributing to Jasmine's Mission and Aims and your team's success. Each year, your achievement of your objectives will be discussed in your one to ones and will contribute to your end of year appraisal rating and pay review.

Objectives	Allocation (%)
<p>Care Plans - Achieve care plan audit scores on audits performed by Compliance Support Manager in excess of 85.0% and ensure that care plan audit action plans are completed within 7 days of the audit being completed</p> <p>This will be achieved by:</p> <ul style="list-style-type: none"> <li>• Ensuring that care plans for All Residential Residents are completed within the timescales required by company policy when a Resident entering the home</li> <li>• Ensuring that all care plans are evaluated at least once every calendar month</li> </ul>	30.0%
<p>Daily Charts Audits - Achieve audit scores of between 90% - 100.0% on the daily charts audits performed by Compliance Support Manager - Objective scored on a sliding scale e.g. 0% for average score of 90.0% or below, 50.0% for average score of 95% and 100.0% for average score of 100%)</p> <p>This will be achieved by:</p> <ul style="list-style-type: none"> <li>• Completing daily checks of the Overall Health checks</li> <li>• Following up any issues identified by these checks (e.g. One to Ones / Training / Performance Management etc.)</li> </ul>	30.0%
<p>Medication – Achieve Quarterly Medication Audits scores on audits performed by the Compliance Support Manager in excess of 85.0% and ensure Action Plans are completed within 7 Days of the audit being completed</p> <p>This will be achieved if you:</p> <ul style="list-style-type: none"> <li>• Ensure that all Senior Carer Team Members are fully competent with medication, including Yearly Meds Competencies</li> <li>• Ensure Monthly in-house audits are completed and any Action plans are completed within 7 Days of the Audit</li> <li>• Ensuring medication is requested in plenty of time, ensure medication is booked in on a timely basis, ensure all old medication is returned to the pharmacy every month</li> </ul>	20.0%
<p>Infection Control, Dignity in Care and Health &amp; Safety Audits (Quarterly) – Achieve scores on Quarterly Audits performed by the Compliance Support Manager in excess of 85.0% and Action Plans are completed within 7 Days of the audit being completed</p> <p>This will be achieved by:</p> <ul style="list-style-type: none"> <li>• Ensuring these are Audited in-house on a Monthly Basis</li> <li>• Ensuring all internal action plans are completed within 7 Days of in-house audits being completed</li> </ul>	20.0%

<b>Total</b>	<b>100%</b>
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## Incentives

Given what a fundamentally important role this is to the success of Jasmine, the following are offered in addition to a competitive market salary based on experience:

- ✿ Salary – We pay top quartile market salaries
- ✿ Pay Rises – Annual Performance related pay increases of up to 8% in addition to any cost of living increase
- ✿ [Bonus - 10% of salary based on SMART objectives paid quarterly]
- ✿ Holiday - 28 Days including Bank Holidays
- ✿ Pension – We encourage everyone to sign-up for our NEST Pension Scheme, which we contribute 3% of salary to
- ✿ Bonusly Points – These are exchangeable for various vouchers or cash (with all tax paid by Jasmine) via PayPal, and are earned by obtaining recognition from your colleagues, good mandatory training, good attendance, and various other ways you contribute positively to the team and our residents' lives
- ✿ Training – All relevant qualifications are fully funded to help you progress, and we will reward you with a financial bonus of up to £500
- ✿ Refer a friend incentive - Up to £1,000 for referring a suitable team member
- ✿ Meals - Enjoy low-cost meals at just £1 per course while on shift – the curry is a must-try!
- ✿ Short Notice shift incentives
- ✿ Employee Assistance Programme - Access to free counselling and valuable well-being advice 24/7
- ✿ DBS check – We pay for this
- ✿ Uniform – We provide as many uniforms as you require (subject to fair use policy)

## Person Specification

### *Jasmine Values*

I must lead by example, and exemplify all of the Jasmine's Values, which are:

- 1) Passionate about providing the Highest Standards of Care
- 2) Committed to Training & Development
- 3) To want to be One Big Team
- 4) To Communicate Openly, Honestly & Effectively
- 5) To Have & Reward a Strong Work Ethic
- 6) To provide a Positive Working Environment
- 7) To provide a Homely place for our Residents to live
- 8) To Embrace Change Positively
- 9) A belief that everyone is an Ambassador for Jasmine
- 10) To act with Integrity by always doing what we say we will

## 11) To Care for the Environment

Jasmine places a significant amount of emphasis on everyone in our team exemplifying our Values. Furthermore, Values play a larger role in all our recruitment decisions than competencies do, as we are happy to train and teach competencies to anyone that has our Values.

We also place a lot of importance on both positivity and humility in our leadership team.

### *Competencies:*

- ✿ Leadership skills / Team player
- ✿ Medicine Management
- ✿ Ability to provide high standards of care
- ✿ Ability to work under pressure
- ✿ Good time management
- ✿ Excellent interpersonal skills
- ✿ Flexibility with working hours
- ✿ Willingness to progress career
- ✿ Good written and oral communication skills

### *Skills, experience and professional qualifications:*

<b>Relevant Qualification - Required</b>	<b>Relevant Qualification - Preferred</b>	<b>Experience Required</b>	<b>Preferred Experience</b>
Relevant Professional qualification (e.g., Registered Nurse or NVQ minimum Level 3).	NVQ Level 4 in Adult Health and Social Care or above.	Minimum of three years' experience in a residential/nursing home setting, with at least one year working with people living with dementia.	Two years of experience in a similar role in a nursing home.
Awareness of the principles of Person-Centred Care Planning.		Conducting effective person-centred One-to-Ones.	One year of experience caring for residents living with dementia.
Knowledge of abuse prevention, signs of abuse, and procedures for reporting allegations of abuse		Satisfactory Care Character Assessment.	Experience supervising team members.
			Experience as a Senior or above in Health or Social Care

## **Key Responsibilities**

### *Management*

- ✿ Be responsible for the total management of the home in the Manager's absence when required to do so.
- ✿ Create clear and effective lines of communication and working relationships, both within the home and with families, other professionals and agencies involved in the care of residents.
- ✿ Attend meetings where appropriate.
- ✿ Maintain a safe resourcing levels at all times whilst minimising agency usage.
- ✿ Investigate any incidents, accidents or complaints that arise under direction of the Home Manager.
- ✿ Keep abreast of new and developing services in the field of Residential and Nursing Care and particularly Dementia Care to ensure personal professional competency and that of the team is maintained.

### *Management of The Team*

- ✿ Ensure all team members instil a culture of putting residents needs first and providing high standards of care.
- ✿ Ensure team member 'radically honest' one to ones for all care and ancillary team are completed every two months.
- ✿ Ensure that all team training needs are met and that team members are supported through the one to one process.
- ✿ Ensure all team members exemplify all of the Jasmine Values.
- ✿ Stand in for the Registered Manager of the home if they are to have any short/medium periods of leave away from the home.
- ✿ Ensure office vibe is responded to in managers absence.

### *Relationship Management & Marketing*

- ✿ Maintain relationships with internal and external agencies including the local community, General Practitioners, Social Services, District Nurses, the PCT, CQC and other relevant government or local authority departments.
- ✿ Assist with marketing the home and maximising occupancy.
- ✿ Ensure a minimum of quality content 6 times a week on social media.
- ✿ Assist with pre-admission assessments.

### *Resident Care*

- ✿ Confident in working alongside and collaborating with team members and residents.
- ✿ To meet all aspects of personal care to the residents including hygiene, diet, and continence needs.
- ✿ To be competent in being able to fully compile a person-centred care plan.
- ✿ Undertake medication rounds safely and effectively.
- ✿ To ensure infection control guidance is adhered to.

- ✿ Together with the Manager and Deputy ensure all care plans are updated and evaluated at least every calendar month or sooner where required.
- ✿ Ensure that the individuality of each resident is maintained by developing an awareness of, and, accommodating as far as is possible, their needs and requirements.
- ✿ Promoting the overall well-being of residents by ensuring they have access to all outside agencies (i.e. dentist) and maintain contact with their families and friends.
- ✿ Ensure that the residents are provided with the highest standard of care and evidence recorded of same.

*Standards, Policies and Procedures*

- ✿ With the Manager ensure all Audit Action Plans are completed within 7 days.
- ✿ Maintain an awareness of the latest professional and clinical knowledge.
- ✿ Ensure the safe handling and proper documentation of medicines.
- ✿ Assist in ensuring a consistent implementation and monitoring of all the Company's Policies and Procedures.
- ✿ Be familiar with Health and Social Care Act 2008, Mental Capacity Act 2005 and Health and Safety at Work Act 1974.
- ✿ Responsible for protecting themselves and others against infection risks, regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems regarding this to the manager.
- ✿ All undertaking patient care activities must attend infection control training and updates as required by this organisation – including the Infection Control Champion.

*Reporting*

- ✿ Ensure the Manager is kept fully informed of all major developments (i.e. team issues, occupancy, complaints, inspections) at all times.
- ✿ Ensure the team is kept fully informed of all new developments in the home.
- ✿ Ensure the Manager is kept fully informed of the job holder's concerns, ambitions, and development requirements.

Team Member's Signature		Date	
Manager's Signature		Date	