Linc Cymru – Job Description

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| Role Title  | Deputy House Manager | Department & Location  | Abbeyfield/Independent Living |
| Reporting to | House Manager |  |  |

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|  Linc Behaviours and Practices  |
| * At Linc, we believe in creating the right environment for people to flourish. We are passionate, taking pride in everything we do and driven by a positive, infectious attitude. This fuels our desire to work together to create environments where people can flourish and a happier, healthier Wales.
* Our passion makes us ambitious. We are curious, embracing new ideas that will provide great experiences for our customers and colleagues and always looking to find ways to challenge ‘the norm’.
* Our ambition is based on listening and being respectful. We value our customers and staff and listen to and learn from them; we never create change for the sake of it but use insight to help us respond to their needs.
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| Role Purpose  |
| * To uphold the Values, Ethos and Objectives of the Abbeyfield Wales / Linc Cymru HA
* To be responsible for the health, safety and well being of the residents
* To develop a homely, welcoming, safe and well managed environment for residents to live in
* To be responsible for all services that are delivered in the House(s)
* To ensure the continuity of a meal service that is nutritious, provides a good variety, is well planned and caters for any dietary needs.
* pre-determined budget
* To be responsible for the welfare, safety, and security of the residents
* To deliver a daily nutritious & varied meal service to all the House residents
* To be responsible for the security of the building and its contents.
* To ensure that the house is well connected to the local community.
* To ensure that vacancies are ready to let and the number of vacant rooms at any time is minimised.
* To supervise and manage house staff in absence of House Manager
* Be responsible for the day-to-day operation of the house in absence of House Manager
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|  **KEY ACCOUNTABILITIES:** |
| * To deputise for the House Manager in their absence and to support the House Manager to deliver:
* To lead the individual house service and ensure that the service is fully compliant with the relevant health and safety legislation, regulation and policy guidance issued by Linc Cymru HA.
* To lead the service to residents, be the main point of contact for residents and ensure high levels of satisfaction about the service provided to residents.
* To act as the key local point of contact for the service and promote the service in the local community to enhance local understanding about the service on offer and to minimise rental loss through vacant rooms.
* To actively engage as a team member, contribute and participate in any training, meetings, and conferences to promote Abbeyfield / Linc Cymru HA
* To report immediately to the House Manager / Service Manager any safeguarding concerns relating to the welfare of the residents
* To ensure that the meal service is delivered in accordance with the Health and Safety and Food Safety.
* To demonstrate and evidence that the meal service meets the dietary needs of the resident and provides a flexible choice of meal options for residents.
* To engage with residents in the choice of meals and menu setting in order to maintain high levels of resident satisfaction with meals.
* Ensure that there are adequate goods and supplies to deliver the meal service and that the provision meets the requirement of the menu and stored in accordance with health and safety/food standards legislation and guidance.
* Aim to deliver the highest possible standard of food hygiene rating for the service.

**KEY TASKS:*** To manage vacancies in accordance with Linc Cymru policies and procedures
* To ensure the staff team are appropriately trained and supervised.
* To ensure that the house is compliant with all relevant health and safety legislation at all times and to ensure records are maintained to evidence this in accordance with policies and procedures.
* To report repairs in accordance with Policies and procedures
* To manage the house credit card and/or petty cash account
* To ensure that the house is vibrant, and residents have a range of activities from which they can choose to participate in.
* To act as the main point of contact for residents to deal with and manage initial enquiries and complaints.
* To promote the house and services provided locally with statutory and voluntary agencies and maintain an awareness in the local community of the service.
* To manage the meal service
* To prepare the menu plan, source food provisions and manage the stock control in the House Manager’s absence.

To ensure that the health and safety and cleanliness standards within the meal services are maintained to the highest standards at all times.**GENERAL:*** To uphold the values and ethos of Linc HA at all times
* To act in accordance with policies and procedures at all times
* To ensure the confidentiality and integrity of information held at all times and comply with Linc HA Data Protection and confidentiality policies.
* To ensure that Equality and Diversity Policies are complied with at all times.
* To respect colleagues’ views and expect your views to be respected.
* To ensure the service is well managed and to develop positive working relationships with all colleagues, volunteers and other agencies and contractors that may deliver services to the site.
* To support colleagues to deliver a customer focused service that enables residents to live as independently as possible and enables them to access other services they may need to support that independence.
* The post requires individuals to often work remotely and therefore it is expected that the postholder will work using their own initiative and skills
* To participate in training to meet the minimum requirements of the roles and to participate in meetings and conferences where possible.
* Where reasonable, provide cover for other Abbeyfield Services in North Wales
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| *Linc Cymru reserves the right to alter the content of this job description to reflect changes to the job or services provided, without altering the general character or level of responsibility.*  |
| Sign Job Holder..................................... Date …..................Signed Line Manager....................................................... Date.......................................... |