

## JOB DESCRIPTION

<b>Department:</b>	Care
<b>Job Title</b>	Deputy Director of Care
<b>Accountable To:</b>	Director of Care Services
<b>Accountable For:</b>	National Managers
<b>Based At:</b>	National
<b>Salary Band:</b>	£45,000-£50,000
<b>Job Purpose and Context</b>	
<p>The post holder will have national responsibility for positioning the organisation as the leader in the delivery of social care within the palliative care sector. They will also have responsibility for contributing to and implementing the strategic growth and development of service delivery with particular responsibility for increasing our profile and formalising partnership working. The post holder will also be responsible for internal liaison to ensure business development of care services.</p> <p>The role has line management responsibility of two National Managers and may be required to deputise for the Director.</p>	
<b>Areas of Responsibility</b>	
<ul style="list-style-type: none"> <li>• Guiding the direction of service development for senior managers</li> <li>• Development of formalised partnership working arrangements with other similar organisations</li> <li>• Oversight of in house research and audit to inform strategic development</li> <li>• Supporting collective organisation decisions as befitting senior manager status</li> <li>• Line management of the National Managers, encouraging autonomy and independent management of regional teams</li> <li>• Act as Lead Safeguarding Officer for the organisation</li> <li>• Act as Complaints Officer for Care Services</li> <li>• Act as the Care Services representative on various internal project groups</li> </ul>	
<b>Strategic Planning</b>	
<ul style="list-style-type: none"> <li>• To lead and advise on strategies for service improvements, service developments and the achievement of Rainbow Trust business objectives</li> <li>• To contribute to the strategic direction for Care services and ensure National Managers are equipped and supported to implement the care strategy</li> <li>• To interrogate current research and data ensuring future plans are in line with practice research and need</li> <li>• To demonstrate effective project management and evaluation skills to ensure timely delivery and full evaluation of new initiatives</li> <li>• To actively contribute to the care management of Rainbow Trust by participating in organisational wide developments and initiatives</li> <li>• To work collaboratively with the Director of Care and colleagues to ensure an integrated approach to service delivery</li> </ul>	

<ul style="list-style-type: none"> <li>• Direct the National Managers to implement and review the overall National Care Plan and the Local Operational Plans to contribute to organisational growth</li> <li>• To establish, develop and maintain links with a wide range of external organisations and agencies with a view to partnership working and an increased understanding of the role of social care within a palliative care field</li> <li>• To develop service delivery programmes in partnership with others</li> </ul>
<p><b>Service Delivery</b></p>
<ul style="list-style-type: none"> <li>• To identify, establish and maintain relevant information systems to support the identification of priorities for action and service expansion</li> <li>• To inform service development through relevant monitoring and auditing</li> <li>• Interrogate the findings of regular internal audits to ensure that changing family needs are considered in service development</li> <li>• To have overall responsibility for regional care budgets to ensure services are provided cost effectively efficiently and within budge</li> </ul>
<p><b>People Management and Development</b></p>
<ul style="list-style-type: none"> <li>• To champion the Performance Management Process ensuring adequate performance objectives are in place to achieve RTCC business objectives</li> <li>• To demonstrate Rainbow Trust leadership qualities at all times and to develop these in others</li> <li>• Oversight of the National Managers to ensure a culture of resilient staff</li> <li>• To establish clear lines of responsibility and accountability ensuring that all staff have the opportunity to maximise their potential while building a culture of trust, high morale and excellent team work</li> <li>• To participate in the recruitment and induction of Care staff as appropriate to role</li> <li>• Review the staffing requirements of the department regularly to ensure they remain fit for purpose and recommend future requirements to the Director.</li> <li>• Lead and champion the implementation of business improvement and people development initiatives including Buddying, PI and SBI process</li> </ul>
<p><b>Communication and Collaboration</b></p>
<ul style="list-style-type: none"> <li>• To attend appropriate national groups to represent Rainbow Trust</li> <li>• To represent Rainbow Trust in print and at national presentations, internally and to external groups</li> <li>• To promote a positive image of the service.</li> <li>• To proactively compile and deliver reports/information for presentation to the Senior Leadership Team</li> <li>• To work collaboratively with colleagues within other departments of Rainbow Trust to promote the care service</li> <li>• Champion the professional integrity of the organisation to both internal and external stakeholders</li> </ul>
<p><b>Systems and Procedures</b></p>
<ul style="list-style-type: none"> <li>• To develop, implement and modify operational systems to inform future service developments that are easy for users to understand and that are effective and efficient</li> <li>• To proactively provide management information following statistical analysis and evaluation for the Director of Care Services, CEO and Board of Trustees.</li> <li>• Ensure the management of systems and processes comply with the organisation's data protection obligations, charity law and other legal requirement</li> </ul>

<b>Special Conditions</b>
<ul style="list-style-type: none"><li>• In conjunction with the Director of Care Services to undertake other tasks and projects consistent with the post</li><li>• Significant UK travel and overnight stays will be a feature of this role</li></ul>