Deputy Care Manager – Level Two

Location:	Nationwide
Responsible to:	Operations manager
Sense salary points:	OPS26
Responsible for:	Frontline teams

About Sense

Sense is a leading disability charity, here to break down barriers alongside disabled people with complex needs. We use our knowledge and expertise to deliver personalised, creative and flexible support at every stage of life. Together, we drive change, building a future where everyone has the power, choice and control to live the lives we choose.

Our values

Our values shape the way we behave and work alongside disabled people with complex needs to break down barriers.

- We're creating change
- We're always learning
- We're better together

About the Sense operations team

Three levels of frontline supervisor roles exist across the Operational Services. The level of the post is determined by external compliance/registration status, number of people supported and volume of care hours.

All of our service provision will be delivered in a person-centred manner, with absolute engagement of the beneficiary and/or their significant others. For every section of this job description, it is implicit that this will be the starting point. The I statement, attached, are also implied in all aspects of this job description.

In this role you are a frontline supervisor supervising other team members as well as supporting people with a range of hearing and / or sight difficulties. In some services, the people you support will also have complex needs and learning disabilities.

In different services you could be supporting children, adults or older adults, or possibly people from different age groups.

The settings for Sense frontline supervisors include:

- Residential and supported living services
- Day activities services
- Sense College
- Community services

You are appointed to work in a particular service setting, of which more details will be provided in a one-page service profile. In line with our commitment to support people in the most flexible and person-centred way we can, you may be asked to work in different services or settings in the future.

Description of the role

- To support the manager within larger services to effectively manage a team of staff to deliver person centred, specialist services to beneficiaries
- To provide a customised, responsive and high-quality service to people with multiple sensory impairments, physical and/or learning disabilities who use Sense services
- To deliver services which meet or exceed organisational expectations and standards
- To create and maintain safe working environments in which staff can fulfil their duties

- To create and maintain an environment where staff can achieve excellence, develop within the service and access the range of organisational opportunitiesTo contribute to the wider planning and delivery of services within the Operational Services
- To work collaboratively with all directorates within the organisation in pursuit of seamless service to beneficiaries and staff
- To act as a representative of Sense in all dealings with external professionals, families, carers and members of the public, and to protect the reputation of the organisation in those dealings
- To work with other Sense managers and external stakeholders to promote and market Sense's unique offer.

  Key responsibilities

To support the manager in providing line management support to a team of staff by:

- Conducting regular supervisions (in line with KPI frequency) where performance is assessed, managed and developed
- Conducting regular team meetings where service progress and person centeredness is assessed, managed and developed
- Maintaining a team of appropriately trained staff to meet the needs of each individual using the service

To support the manager in maintaining appropriate levels of staff to meet the needs of the individuals in the service by:

- Planning and managing a rota
- Managing the impact of absence
- Inducting new starters
- To ensure the safeguarding of individuals in our care by adhering to our policies and procedures, acting on concerns raised, and reporting as required.
- To ensure that staff are trained and competent in line with policies and procedures.

To support the manager to identify needs and outcomes for each individual who uses the service by:

- Conducting or commissioning appropriate assessments
- Ensuring that statutory services have conducted appropriate assessments
- Conducting person centred reviews at appropriate intervals, engaging the necessary partners
- Translating recommendations into action by designing and delivering support plans
- Actively engaging families and external professionals where appropriate

To support the manager to deliver services which are legally compliant in all aspects including (but not exclusively) Regulatory bodies (RQIA, CQC, CSSIW, Ofsted), Health and Safety legislation, Mental Capacity Act, POVA by:

- Maintaining up to date knowledge of all aspects of compliance
- Contributing to the design of organisational systems which guarantee compliance
- Maintaining systems which guarantee compliance

To support the manager to deliver services that meet or exceed Sense's organisational standards by:

- Delivering services to KPIs set within the Operational Services
- Contributing to the organisational audit of the service and responding to
- recommendations
- To support the manager to analyse assessment information, effect change, monitor
- and evaluate.

To support the manager to achieve and maintain financial viability of the service by:

- Preserving income at the delegated level
- Generating new income
- Seeking diverse ways of delivering viable, responsive and qualitative services
- Managing a delegated budget
- To support the manager to contribute to the monitoring of other services within the

- Operational Services
- To support the manager to conduct fact finds and investigations across Sense as
- required
- To support the manager to contribute to the strategic aims and goals of the
- Operational Services and wider organisation
- To contribute to a 24 hour on call system on a rota basis, covering a range of services
- in a specified area
- To work flexibly across a 7-day rota, including evenings, nights and weekend
- Any other duties commensurate with the nature and grade of the role

Person specification

Education and Training

- Willing to work towards BSL level one or comparable sign vocabulary
- Preparing to Teach in the Lifelong learning Sector (PTLLS) or Level 3 Award in Education & Training and Learning in schools; or Relevant professional teaching qualification
- ICT literate and able to use MS Office and a range of databases
- Numeracy and literacy skills and able to develop those skills in others

Achievements and Experience:

- Substantial experience of providing support and personal care
- Experience of maintaining up to date and accurate records and report writing
- Experience of planning and delivering a range of learning activities or access to opportunities.
- Proven experience of taking a coordinating role in everyday activities when necessary
- Experience of supervising and line managing staff in accordance with policy and legislation
- Experience of dealing with difficult and challenging situations safely
- Experience of advocating the best interests of individuals

Skills & Abilities:

- A proven commitment and ability to work in accordance with the I statement in all dealings
- Able to communicate in a variety of methods

- Able to work effectively as part of a team
- Able to work autonomously on your own initiative with little direction
- A proven commitment to equality and diversity
- Ability to influence external stakeholders and promote Sense's unique offer to others.

Other information

- This job description does not form part of the employment contract.
- This post is not exempt from the Rehabilitation of Offenders Act.
- Able to work effectively as part of a team
- Able to work autonomously on your own initiative with little direction
- A proven commitment to equality and diversity
- Ability to influence external stakeholders
- and promote Sense's unique offer to others

May 2026