



Mead Medical Services Ltd

Job Description

- JOB TITLE :** HOME MANAGER
- REPORTS TO :** Senior Management Team
- JOB PURPOSE:** As Manager to take overall responsibility day-to-day management of the Care Home.
Prepare and complete accurate and informative reports within set timescales.
Implement all procedures pertaining to the running of the Care Home as laid down within the Health and Social Care Regulatory frameworks and guidelines and Company policies and procedures.
Ensure that Trained Staff practice is carried out in accordance with the Code of Professional Practice (NMC) and that all other care staff adhere to the SSSC Code of Conduct.
Liaise with all other professionals, relatives and representatives to promote good relationships.
Operate systems for collecting key performance data for the Care Home and liaise with your line manager.
Monitor, manage and maintain the provision of quality services and care delivery.

Qualifications and skills:

- ❖ Registered Nurse or Registered Practitioner
- ❖ Minimum three years management/supervisory experience is desirable
- ❖ Previous care home management/supervisory experience
- ❖ Genuine interest in, and experience of working with, the relevant Service User group
- ❖ Ability to communicate effectively with Service Users, relatives and all grades of staff
- ❖ Registered Manager's Award. Registered Manager's Award, plus Level 4 in Health and Social Care if a Practitioner. (You will have to pay for these courses if you do not already have the certificates. You will be assisted to find a training provider)
- ❖ Certificate in Medication

- ❖ Care of the Elderly experience/qualification desirable
- ❖ Full driving license
- ❖ Team player
- ❖ Ability to build highly successful and motivated teams who consistently excel in the achievement of Company goals
- ❖ Satisfactory police check and satisfactory check against the relevant registers within the PVG Scheme

Main Responsibilities:

- To lead and co-ordinate a comprehensive care management and support service in line with company's policies, procedures and budgets.
- To actively promote and raise the profile through personal representation, publicity opportunities and contact with local organisations in order to maintain full occupancy levels
- To maintain up-to-date knowledge of community care issues and practices to ensure the company is well placed to take advantage of new opportunities.
- To maintain staffing levels, at all times, in accordance with the requirements of the SCSWIS taking into account occupancy levels and needs of Service Users
- To foster effective and productive relationships with outside organisations such as local authorities and social service departments, primary care trusts, care trusts and voluntary bodies etc.

Care Management

1. Ensures that delivery of care services, through the appropriate structure, is timely, of excellent quality and in line with all appropriate legislative policy, procedural and training requirements.
2. Ensures that services are within approved budgets and to agreed standards, monitors and takes corrective action where targets are not being met.
3. Manages the financial procedures of the Care Home including assisting with budget setting, management and control in line with overall financial procedures and information requirements.
4. Ensures the provision of relevant management information and the appropriate means and knowledge to produce this. This will include the preparation of reports to the senior management team.
5. Ensure all reports are submitted within the timescale given.
6. Reviews all aspects of service provision with management, staff, Service Users and SCSWIS officers, both recommending and if approved, implementing methods which improve quality and ways of working.
7. Responsible for the performance of all staff managed by this post.
8. Provides effective customer care to meet the needs of service users
9. Ensures that complaints are managed appropriately and through the correct and relevant procedures with consequential recommendations being made for service improvements.
10. Arrange two monthly Service User/relative participation meetings, taking notes and action any agreed matters.
11. Encourage Service Users/relatives in auditing the service being provided. Discuss results from surveys, record their ideas/suggestions and produce an action plan with a completion date.
12. Ensuring e-forms are completed on-line within the set timescale
13. Produce a written report from any meetings with the SCSWIS or Local Authority.

14. Report any complaints received and actions to be taken following the complaint, to the Associate Director of Care.
15. To carry out a Monthly Audit of the Care Home.
16. To e-mail a Weekly Audit of the Care Home to the Associate Director of Care.
17. Ensure staff that needs to be registered with the SSSC, are registered.

STAFF

1. Management of all care and support staff, supported by the Associate Director of Care Services, with special responsibility for Human Resources.
2. Direct line management responsibilities for care, activities, catering, laundry and domestic staff, in line with company personnel and equal opportunities policies. This includes recruitment, induction, supervision, appraisal and staff development through on-going training.
3. Liaise with the Company Training Manager to ensure all staff have the appropriate training to carry out their roles. Inform staff of training courses which they need to attend.
4. In consultation with relevant staff, to deal with aspects of employment including; absence/sickness records, holiday entitlement/chart, disciplinary, grievance, capability and performance issues and conditions of service.
5. Undertake staff appraisals and performance monitoring.
6. Ensuring all staff have a yearly appraisal and that all appraisals are scheduled and documentation is in place to evidence this
7. Ensuring all staff has a two monthly supervision and that all supervisions are scheduled and documentation is in place to evidence this.
8. Determine the training needs of care management and support staff, promoting the professional development of staff and assisting in the S/NVQ programme, ensuring personnel records are kept up-to-date.
9. Ensure the percentages of trained staff with an SVQ Level 2 or above remains at over 65% and if not then bring this to the attention of the Associate Director of Care and the Training Manager. This is to ensure that the company, at all times, meets the requirements under the National Contract (National Care Home Quality Awards) for trained staff, keeping records up-to-date and available for inspection.
10. Responsible for holding monthly staff meetings and discussing results from surveys. Record ideas/suggestions from staff and put together an action plan.
11. Responsible for getting the staff involved in auditing the service being provided. Discuss the SCSWIS inspection, the themes that are graded and record the staff's ideas/suggestions on the e-form.
12. Ensure that all overseas students work only the hours they are contracted to work during term time and that this information is passed on to other staff responsible for the rostering.
13. Responsible for the preparation of the weekly staff rota and the checking of hours worked by care and ancillary staff using the 'coolblue' system, in time for the monthly pay roll process.
14. Endeavour to fill any staff vacancies by advertising the position in the Job Centre
15. Encourage Service Users and relatives to become involved in the interview process
16. Ensure all staff are aware of the Company's Whistleblowing procedure

GENERAL

1. Prepares, as required, reports, returns and statistics for the senior management team.
2. Takes a lead role in the Company's Participation Strategy. Undertakes surveys, discusses the findings with staff, service users and relatives, produces and action plan and publishes the findings and action plan with a completion date.
3. Ensures the information on the Coolblue system is kept up to date.
4. To check the Coolblue system every morning to ensure correct staffing levels and make adjustments as required to ensure no errors in payroll.
5. Contributes to best value by working in an effective, efficient and economic way and to suggest and implement improved ways of working, wherever possible.

6. Contributes to the development of the company's quality assurance policy "Investors in People" and ensures that this is an active part of management service provision.
7. To implement decisions and evaluate results.
8. Use data and relevant facts to make decisions.
9. Ability to be flexible and decisive under pressure whilst maintaining professional standards and outcomes.
10. Ensures the company's requirements on health and safety at work, data protection act and equal opportunities are complied with in respect of the duties of the post holder.
11. Monitors all contractors selected to work at the Care Home, reporting on any health and safety issues or poor quality of workmanship or performance to the Associate Director of Care.
12. Produce a monthly newsletter. Encourage staff, service users and relatives to become involved in the content and production.
13. Endeavour to fill any Service User vacancy. To assess and select suitable Service Users
14. Ensure a viewing room is suitably presented and available at all times (unless the Home is fully occupied).
15. Undertake any other duties in line with the basic objectives of the post.

Training and Development

1. Attend mandatory training days/courses, on or off site, as and when required.
2. Participate in relevant N/SVQ training to achieve required qualification.
3. Maintain professional knowledge and competence.

Health and Safety

1. Adhere to Mead Medical Services waste disposal policy
2. Observe Mead Medical Service's Health and Safety Policy and be aware of your personal responsibilities for health and safety and to keep to safe working practices at all times.
3. Understand and ensure that the Health and Safety policy and Fire regulation policies and procedures of Mead Medical Services Ltd are adhered to and complied with.

Communication

1. Participate in staff and Service User meetings as and when required
2. Is sensitive to the communication levels required by different audiences
3. Has an understanding and application of good communication skills to develop internal/inspector relationships that contribute to the delivery of an added value service to the business
4. Is able to question and clarify where necessary; structure questions well to obtain key information from other parties
5. Has ability to constructively put across views and opinions to opposing parties discussing issues they may not want to hear
6. Treats all staff as individuals, recognising and valuing diversity.

Confidentiality

1. Ensure the confidentiality of information gained whilst performing your duties. If you are in any doubt about divulging information about a Service User or the Company's business to a third party, then please seek advice from you Manager before communicating such information.

General

1. Work with all other staff to ensure a happy, clean, dignified and safe environment for the Service Users
2. Respect at all times the privacy of Service Users in their rooms and their property
3. Ensure that the security of the Home is maintained at all times
4. Adhere to all the Company's policies and procedures relevant to this role
5. Ensure that all equipment is clean and well maintained
6. Notify the Home and the Associate Director of Care as soon as possible if you are unable to report for duty and also when you can return to work after an absence
7. Carry out any other tasks which may be reasonably assigned to you

This job description indicates the main duties and responsibilities of this post and is not intended as an exhaustive list.

Mead Medical Services reserves the right to amend this job description from time to time according to the needs of the business, but this is a correct reflection of the duties involved at the time of writing.

Any changes will be confirmed in writing. Please note that you share with Mead Medical Services the responsibility for making suggestions to alter the scope of your duties and improve the effectiveness of your post.

Please sign and date below to indicate your acceptance of this job description.

Signature: _____

Name: _____ Date: _____