



Mead Medical Services Ltd

Job Description

JOB TITLE :	ASSISTANT MANAGER
REPORTS TO :	Home Manager & Senior Management Team
JOB PURPOSE:	<p>In the absence of the Home Manager to take overall responsibility for the day-to-day management of the Care Home.</p> <p>Prepare and complete accurate and informative reports within set timescales in the absence of the Home Manager.</p> <p>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.</p> <p>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.</p> <p>Liaise with all other professionals, relatives and representatives to promote good relationships.</p> <p>Operate systems for collecting key performance data for the Care Home and liaise with your Home Manager.</p> <p>Monitor, manage and maintain the provision of quality services and care delivery.</p>

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
- ❖ If you are a Practitioner you must have a SVQ/NVQ Level 3 in Health and Social Care.
- ❖ 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.
- In the absence of the Manager, 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. Ensure the 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. In the absence of the Manager ensure that services are within approved budgets and to agreed standards, monitor and take corrective action where targets are not being met.
3. Ensure the provision of relevant management information and have the appropriate means and knowledge to produce this. This will include assisting the Manager in the preparation of reports to the senior management team.
4. Ensure all reports are submitted within the timescale given.
5. Review all aspects of service provision with management, staff, Service Users and SCSWIS, both recommending and if approved, implementing methods which improve quality and ways of working.
6. Responsible for the performance of all staff managed by this post.
7. Provide effective customer care to meet the needs of Service Users
8. Ensure that complaints are managed appropriately and through the correct and relevant procedures with consequential recommendations being made for service improvements. Discuss these with the Manager for approval.
9. Assist the Manager to arrange two monthly Service User/relative participation meetings, taking notes and action any agreed matters.
10. 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.
11. In the absence of the Manager, ensure e-forms are completed on-line within the set timescale
12. Produce a written report from any meetings with SCSWIS inspectors or Local Authority in the absence of the Manager.

13. Report to the Manager any complaints received and actions to be taken following the complaint.
14. To carry out Care Home Audits as instructed by the Manager.
15. To e-mail a Weekly Audit of the Care Home, in the absence of the Manager to the Associate Director of Care.
16. In the absence of the Manager, ensure staff that need to be registered with the SSSC, are registered.
17. To carry out any other duties as instructed by the Manager.

STAFF

1. Management of all care and support staff, supported by the Manager.
2. Assist the Manager in the 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. Take direction from the Manager regarding 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.
4. Undertake staff appraisals and performance monitoring.
5. Assist in ensuring all staff have a yearly appraisal and that all appraisals are scheduled and documentation is in place to evidence this.
6. Assist in ensuring all staff has a two monthly supervision and that all supervisions are scheduled and documentation is in place to evidence this.
7. Discuss with the Manager 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.
8. In the absence of the Manager, 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.
9. Assist the Manager in organising monthly staff meetings and discussing results from surveys. Record ideas/suggestions from staff and put together an action plan.
10. Assist the Manager in 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.
11. 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.
12. In the absence of the Manager to take the responsibility 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.

GENERAL

1. In the absence of the Manager, prepare as required, reports, returns and statistics for the senior management team.
2. Assist the Manager in promoting and following through 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. In the absence of the Manager ensure the information on the Coolblue system is kept up to date.
4. In the absence of the Manager to check the Coolblue system every morning to ensure correct staffing levels and make adjustments as required to ensure no errors in payroll.
5. Contribute to best value by working in an effective, efficient and economic way and to suggest and implement improved ways of working, wherever possible.

6. Contribute to the development of the company's quality assurance policy "Investors in People" and ensure 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 following discussion with the Manager.
9. Ability to be flexible and decisive under pressure whilst maintaining professional standards and outcomes.
10. Ensure 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 Manager.
12. Assist the Manager to produce a monthly newsletter. Encourage staff, Service Users and relatives to become involved in the content and production.
13. Undertake any other duties in line with the basic objectives of the post.
14. Undertake any other duties requested by the Manager.

Training and Development

1. Attend mandatory training days/courses, on or off site, as and when required.
2. Maintain professional knowledge and competence.
3. If a Practitioner, take responsibility for your registration and maintaining your registration on the SSSC register. This includes keeping your portfolio up to date with the correct number of hours training and evidencing training courses attended with certificates so as to remain on the SSSC register. Also to make payment to the SSSC within time scales, so as to remain on the register.
4. Is a Registered Nurse, take responsibility for your registration and maintaining your registration with the NMC. To maintain your registration you need to have completed 450 hours of registered practice and 35 hours of learning activity in the previous three years. Also to make payment to the NMC within time scales, so as to remain on the register.

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.
4. Report and faulty appliances, damaged furniture or equipment to the Home Manager and Handyperson.

Communication

1. Participate in staff and Service User meetings as and when required
2. Maintain effective communication with the Home Manager.
3. Treats all staff as individuals, recognizing and valuing diversity.
4. As required by and/or in the absence of the Manager maintain effective communications with the Service Users, relatives, staff members, senior management team and any other concerned bodies.
5. Obtain a report from the person in charge, and advise the Home Manager regarding any incident/accident and the status of any Service User whose care health is causing concern.
6. Supervise visits and liaise with GP's in order to establish a good relationship between GPs/Health care professionals and the Care Home

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 your 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 Manager 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: _____