

Role Title	Residential Care Home Manager
Job Family	
Competency Level	Principal Officer/Manager
Pay Scale	PO9
Purpose	
<p>To be the Registered Manager for the home, leading and managing day to day operations and development of the service in line with CQC standards.</p> <p>To manage a team of staff providing high quality and innovative person centred care to older people with a variety of needs including those living with dementia.</p> <p>To ensure residents' physical, emotional, and social needs are met with compassion and respect.</p> <p>To be responsible for the home's overall performance, including occupancy, budget management, recruitment, staff management and reputation.</p> <p>To contribute to the achievement of the authority's key purposes and to the continuous improvement of performance.</p> <p>To strategically manage, develop, organise and control a professional service area ensuring the delivery of the service meets all Council, professional and legislative requirements.</p> <p>To provide operational management, as directed by head of service, to provider services teams during absence of managers.</p>	
Generic Accountabilities	End Results/Outcomes
<p>Plan and ensure service delivery within a diverse environment.</p> <p>Control activities within the service area and ensure professional standards are delivered.</p>	<p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p> <p>Service delivers excellent customer service.</p>
<p>Advise Senior Managers, Members and others on issues relevant to the service area.</p> <p>Provide professional challenge and advice to colleagues, managers and partner organisations.</p>	<p>Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise.</p> <p>Responses to major corporate or partner initiatives / complex operational issues are managed effectively.</p> <p>Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management.</p>

	Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.
Ensure the development and delivery of continuous improvements in all aspects of the service.	Improvements are developed and delivered effectively. Stakeholder requirements are met.
Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff. The team is highly competent, effective, motivated and outcomes focussed. Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales. Effective team meetings take place to required timescales. Regular supervision is undertaken and clear objectives set and monitored through the Council's Appraisal process.
Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	Resources including equipment, people, and systems are utilised optimally and efficiently. Budgets are planned, developed and delivered. Value for money is maximised. Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.
Ensure the successful implementation of health and safety legislation, policies and practices.	Risks to staff and others are assessed and managed. Suitable health and safety instruction and training are provided. There is a safe working environment.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job-specific Accountabilities	End Results/Outcomes
<p>Quality Assurance</p>	<p>Proactive management and running the of the home according to Service Policy and within CQC Regulations and guidelines</p> <p>A person centred service is provided that provides support in all activities of daily living.</p> <p>Residents' wellbeing is fully supported.</p> <p>Choice and opportunity are maximised for residents.</p> <p>Overall responsibility for both qualitative and quantitative performance management for the team with production of systematic reports and data collation where necessary.</p> <p>Dealing with complaints, identifying concerns and learning.</p> <p>Identifying performance issues and taking timely action to manage risks to care services, by leading with a vision that will actively drive the service forward.</p> <p>Chair relevant meetings in relation to care homes, case conferences and any reviews including best interest and CPA meetings.</p> <p>Implementing quality assurance systems to demonstrate continuous development, through auditing all services.</p> <p>To develop strategies for mapping outcomes from person centred care plans and analyse the qualitative and quantitative data provided to support continuous development and customer satisfaction.</p> <p>Ensure that all operational policies and procedures are up to date allowing the delivery of a personalised and cost-effective service.</p> <p>Alignment between the council's strategic vision and the provision of care home services.</p> <p>Progression monitoring is delivered successfully against service objectives.</p> <p>Carrying out investigations and providing reports and recommendations within the service area in addition to other social care services</p> <p>Presenting cases at disciplinary hearings and attending employment tribunals when required.</p>
<p>To provide an out of hours on call service on a rota basis to the three residential care homes between the hours of 5pm and 9am on weekdays and 24hrs on</p>	<p>The service meets all operational requirements within operational constraints.</p> <p>To ensure all staff provide timely, practical and personal care to service users, ensuring that support provided, is consistent with current practice. coinciding with service</p>

<p>weekends and Bank Holidays</p>	<p>users individual personal care/support plans, needs and associated risk assessments.</p> <p>To provide telephone advice regarding a range of issues including staff or service users as well as building management and emergencies.</p> <p>Attending care homes when on call, as required.</p> <p>Providing risk management outcomes, taking immediate action when necessary.</p>
<p>Carry out all duties with an awareness and understanding of the safeguarding requirements in line with Local, Pan London Multiagency Policies & Procedures</p>	<p>Supporting and promoting safeguarding through actions and behaviours as appropriate.</p> <p>Identify and monitor safeguarding needs of staff and service users, to be applied to day to day practice ensuring regular updates to support changes in environmental and legal requirements and behaviours.</p> <p>Attendance at safeguarding meetings, completion of safeguarding alerts and Dols/LPS applications or equivalent requests in line with best practice and legislation.</p>
<p>Receive, keep secure and reconcile money appropriately when needed, issue receipts</p>	<p>Responsible for monetary handling in line with policy and procedures.</p> <p>Liaise with, and support the work of, Residents Financial Affairs</p>
<p>Proactively managing the health and safety of others</p>	<p>Building manager responsibilities.</p> <p>Ensure safe working environment for all, always taking into consideration all health and safety issues raised including externally e.g. in the home</p> <p>Responsibility for care home and business continuity planning</p>
<p>Providing advice and support for families/carers</p> <p>Working in partnership with external agencies.</p> <p>Monitoring service user support to create effective systems that provide effective outcomes from person centred plans.</p>	<p>Collaborative working with internal and external partners to engage delivery improvements.</p> <p>Contributing to care reviews, establishing and developing strategies with staff service users.</p> <p>Presenting complex cases to other agencies to allow smooth escalation process that adheres to protocol.</p> <p>Accurate and organised recording of all logs and plans, including care reviews and incident reports – collated within timescales using the correct templates.</p>
<p>Provide operational management, as directed by head of service to provider services teams and during absence of managers</p>	<p>Ensure that care provided supports a hospital avoidance strategy and promote faster discharge and assessment protocols.</p> <p>Focusing on independence rather than dependence</p>

	<p>enabling more appropriate longer term need to support outcomes. Rehabilitation in relation to interim provision, maximising individual levels of independence.</p> <p>Creating and developing intensive relationship with families and individuals to support outcomes</p> <p>Provide cover and guidance for colleagues in their absence ensuring seamless delivery of services.</p> <p>Weekend working if required</p>
Deputise for head of service where appropriate	Represent LBWF, the service and head of service when required.
Contribution to planning, delivery of projects and specialist initiatives as part of team projects.	<p>Projects and tasks delivered by timescales and to desired specification within budget.</p> <p>Liaison with contractors, attending pre site meetings regarding the care homes, whilst working in a solutions-based manner throughout all project phases.</p>
<p>Contribute to the development of the service plans to meet strategic business goals.</p> <p>Delivering service plans to ensure services are meeting the standards required.</p>	Provide an innovative and creative approach to service solutions and implement as part of the improvement programme, for example, care certification, out of hours quality checks, share best practice
Manage a team who provide support to vulnerable adults	<p>Manage and support team working with vulnerable adults that may have complex needs in line with legislation and support plans</p> <p>Ensure service users are engaged in community activities wherever possible by creating networks and connections in the local community.</p>
Undertake assessments of potential services users in any setting including hospitals or within the community within a timely manner.	Ensure service users outcomes can be met within a Care Home environment and that any behaviours and challenges can be met
Nature of Contacts	

Frequent contact with Heads of Service, and senior representatives from external organisations in both the public and private sector, providing expert advice, guidance and support on complex issues.
 Manage relationships with key stakeholders and delivery partners including negotiation of complex political issues / contractual agreements / amendments.
 High levels of tact, sensitivity and diplomacy is required.
 May involve dealing with challenging behaviour and situations.
 Work directly with family members/carers and vulnerable adults in receipt of services.
 Work directly with other professionals.
 Liaises with external and internal partners and other agencies on day-to-day service issues and to co-ordinate actions.
 Direct line management of Team Leaders and staff.

Procedural Context

Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.
 Control the deployment and allocation of service resources within overall corporate and legislative framework. Accountable for the performance of the service area against agreed objectives. Develop service plan for area of responsibility and contribute to term wider service planning. Professionally accountable for interventions within area of responsibility.
 Manage complex issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.
 Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.
 Occasionally the post will be expected to work from other locations.
 Post holder will oversee operational decisions.
 Post holder will normally report into Head of Service.

Key Facts and Figures

Delegated responsibility for project budgets for a larger care home.
 Monitoring and controlling major financial transactions /information.
 Effectively control significant budgets / resources.
 Manage a team of staff.
 May involve use of domestic equipment.
 May involve moving and handling of people and use of assistive technology
 Responsible for own and others' safety and security (e.g. home visits, community outings).
 Enhanced DBS clearance required

Resourcing

Staff management coherent to Councils organisation design and principles
 Budget Responsibilities
 Supervisory Responsibilities

Knowledge, Skills and Experience

Appropriate experience of working as the Registered Manager within a service with the relevant service user group and understanding of the relevant statutory frameworks/requirements plus current best practice in working with people with complex needs and dementia.

Proven ability to manage a staff team, to achieve the desired outcomes to support those with complex needs

Authoritative knowledge of best practice in regard to person centred approaches.

Proven ability to implement and review procedures.

Knowledge and understanding of CQC standards and proven experience of ensuring compliance with these.

Sensitivity and empathy to build trusting and supportive relationships with service users and families.

Proven ability in leading a staff team providing person centred support

Proven ability to build and maintain effective working relationships with a range of people.

Literate and numerate.

Ability to maintain required records.

Excellent interpersonal and communication skills (verbal and written).

Strong ICT skills including robust experience of using of Microsoft Word and Excel.

Proven ability to encourage and support connections and networks of service users and the local community.

Proven ability to work as an effective team member.

Indicative qualifications

Level 5 Diploma in Leadership & Management for Adult Care/Health & Social Care or equivalent relevant qualification.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities that may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.