

**Position: - Care Manager**

<b>Job Title:</b>	Care Manager
<b>Hours:</b>	Residential care is a 24 hour, year-round service and you'll usually work between 35 and 40 hours per week. This may include shifts, evening and weekend work, occasional sleep-ins and some on-call duties in the event of an emergency.
<b>Contract Type:</b>	Permanent/Temporary
<b>Salary:</b>	Up to £37,000 depending on the role, qualification and experience
<b>Responsible to:</b>	Senior Leadership Team/Care Quality Commission

**Job Description:**

We are looking to employ a Care Manager at one of our care homes. The purpose of the role is to provide high quality homecare services that support the rights of clients to live the lives they choose as far as they are able. The registered manager will be directly accountable to the Senior Management Team and to the regulatory body for domiciliary care, The Care Quality Commission.

**General Main Duties and Responsibilities:**

- Manage the day to day functionality of the branch
- Be responsible for the safe delivery of the service in line with legislative requirements and company policy and procedures
- Undertake training and development to keep up to date with the law, best practice and changes in company policy, CQC regulations and government legislation. Apply this knowledge to day to day management and delivery of care
- Understand and monitor health and safety in the workplace and in the field
- Maintain full and accurate records and reporting systems in accordance with legal requirements and to ensure the effective running of the business
- Effectively manage and record complaints and incidents.
- Carry out investigations relating to the quality of the service and use findings to make improvements
- Be prepared to work flexibly to ensure the safe delivery of the service
- Provide an excellent service to clients and customers
- Promote the rights of each client and keep their wishes at the centre of their care and support
- Make sure that prior to each service commencing, a client assessment and risk assessment with the client, and/or their chosen representatives, has been completed including what the customer needs and would like to achieve from their care and support
- Make sure a written individually tailored care and support plan has been created and agreed, that respects the client's wishes and promotes their dignity and privacy. Agree appropriate risk control measures to reduce identified risks
- Provide the client, and where appropriate their representatives, with information about the service so that they are clear about what to expect and how they can raise any concerns
- Apply excellent communication skills with clients, their families and representatives, staff and other health and social care professionals to deliver high quality homecare services
- Keep all information about clients and their families secure and confidential
- Lead, manage, support and mentor staff
- Adhere to the code of conduct / confidentiality in the office and be respectful of peers, working cohesively
- Work with the HR Manager to manage the effective recruitment, induction and training of the coordinator (s), supervisor (s), care workers and other support staff.
- Identify ongoing training needs and ensure staff are up to date with current best practice
- Ensure there are sufficient numbers of suitably qualified staff allocated appropriately to meet service needs at all times

- Implement company policy and procedures in relation to managing absence, disciplinary, capability and grievance matters
- Provide information, guidance and ongoing supervision to enable staff to effectively and safely carry out their roles.
- Carry out annual appraisals and monitoring of staff performance
- Ensure all emergency on-call issues are dealt with effectively, such as covering calls either directly or indirectly when care workers are sick or absent
- Promote the business
- Attend external meetings and represent the service in a positive manner
- Participate in the growth and development of the business. Work with the senior management team to achieve sales targets and deliver within budget
- Provide weekly, monthly, quarterly and annual reports to the COO and CEO.
- Complete regular monthly audits of client and carer files.
- This list is not exhaustive and from time to time you may be required to undertake additional duties.

### Care Manager – Personal Specification

	<b>Essential:</b>	<b>Desirable:</b>
<b>Qualification:</b>	<ul style="list-style-type: none"> <li>• Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services - Children and Young People's Management</li> <li>• Degree in Nursing</li> </ul>	<ul style="list-style-type: none"> <li>• Qualification in Management and Leadership</li> </ul>
<b>Skills, Knowledge, Aptitude &amp; Experience:</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills and time management</li> <li>• To be able to establish and maintain effective working relationships</li> <li>• Must not have criminal convictions</li> <li>• Ability to work on own initiative and as part of a team</li> <li>• Excellent planning and organisational skills</li> <li>• Ability to understand the role and home care legislation and regulations</li> <li>• Experience in care provision at a level that reflects the responsibilities of the Computer literate</li> <li>• Full driving licence</li> <li>• Management experience of service provision in the care profession. Minimum standard of 'working towards' NVQ5 in care and the Registered Manager's Award or equivalent in order to satisfy regulatory requirements.</li> <li>• Flexible and reliable</li> <li>• Management skills</li> <li>• Ability to cope with pressure</li> <li>• People management skills</li> </ul>	<ul style="list-style-type: none"> <li>• Administrative experience</li> </ul>

	<ul style="list-style-type: none"> <li>• Good presentation skills</li> <li>• Good literacy and numeracy skills</li> </ul>	
<b>Physical:</b>	<ul style="list-style-type: none"> <li>• Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Disability Discrimination Act 1995</li> <li>• Ability to undertake manual work and to perform tasks</li> </ul>	
<b>Personal Qualities:</b>	<p>It will be essential for you to possess and display the following personal qualities:</p> <ul style="list-style-type: none"> <li>• Genuine care, compassion, and respect for others</li> <li>• Even-tempered and patient</li> <li>• Ability to display empathy, warmth and understanding</li> <li>• Adaptability</li> <li>• Courage</li> <li>• Empathy</li> <li>• Imagination</li> <li>• Integrity</li> <li>• Responsibility</li> <li>• Confidentiality</li> <li>• Treating everyone with dignity.</li> </ul>	

**The setting is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. A full-enhanced Disclosure & Barring Service (DBS) and a pre employment health check will be obtained prior employment including satisfactory references checks.**

**You may contact us at:**

**Placing People Direct**

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