



**REGISTERED CARE  
MANAGER –  
Residential Services**

**The Wrekin**  
Housing Group

Job Description and Person  
Specification

## **THE WREKIN HOUSING GROUP**

### **REGISTERED CARE MANAGER**

#### **JOB DESCRIPTION**

**Reports to:** Performance and Compliance Manager

**Accountable to:** Registered Head of Service

#### **Role Summary:**

- The post holder will have strong working partnership with stakeholders, commissioners, Procurement Teams, and fellow providers to ensure the delivery of excellent standards of service.
- The post holder will work to enrich the lives of service users through the delivery of high-quality person-centred care and support services that enables independence and choice which achieves valued outcomes.
- The main purpose of the post is to provide leadership to the management and staff teams within each service.
- The post holder will operate with significant autonomy in the operation of the Home care services, ensuring that the high standards as required by the organisation, regulators and commissioners.
- The post holder will report to the Head of Service who is responsible for ensuring that the Home Care service operates to the appropriate statutory, regulatory and organisational standards.
- The post holder will be expected to work in a flexible way and in other service settings as required.
- Together with other colleague's participation in the Home Care on-call rota will be required.

#### **Key Responsibilities:**

- To be the Care Manager for the Home care services. Lead monitor and coordinate the activities of the service in the delivery of high quality, person centred services to service users in accordance with their individual support plans, the organisations policies and procedures, regulatory and legal requirements.
- To promote the growth of the business as agreed by the Board and Directorate Team.
- The post holder will be responsible for analysing data and information relating to the efficient operation of the service ensuring that any efficiencies and improvements identified are implemented, thus contributing to the delivery of a high quality 'value for money' service.
- To collate data and develop reports to evidence performance, efficiencies and progression.

- To be responsible for compliance ensuring company policies and CQC regulations are adhered to. Taking a lead on CQC inspections and conducting quality audits.
- Have a strong knowledge of care standards legislation and regulations including understanding their implementation within the business.
- Carry out risk assessment and reviewing care packages.
- Participate in the Home Care on call rota.
- Liaise with GP's, local authorities and hospitals.
- Handle any complaints and issues in a calm and friendly manner.

### **Care and Support:**

- Ensure that all customers to the service receive a comprehensive assessment that meets their individual needs and an individual contract with clear details of service delivery and appropriate costings.
- Formulate monitor and review service user's care packages and ensure review meetings are held to monitor service delivery and service user satisfaction.
- Ensure the management and staff team recognise and facilitate service user care packages to ensure valued outcomes are achieved.
- Uphold the principles of delivering person centred services and how this translates into day to day service delivery and contribute to the development of The Group's as a person centred organisation.
- In line with a person centred approaches ensure service users are effectively involved in the planning and evaluation of the care and support they receive and ensure that the management and staff team develop good professional relationships with service user's family, friends and professionals in order to enhance the care and support being delivered to the service users.
- Ensure at all times that service users are treated with dignity and respect especially in relation to their sex, ethnicity, culture and religion and that the management and staff team support individuals in exercising their rights and choices.
- Through pro-active management, audit and inspection ensure that service users care packages and all other records are accurate and maintained properly in order to facilitate effective evaluation and monitoring of their care and support needs.
- Utilise appropriate risk assessment tools in order to identify actual and potential risks and implement appropriate interventions.
- Behave with maximum integrity in all dealings with service users personal and financial affairs, and avoid abuse of the privileged relationship that exists with service users and ensure that all members of the staff team are conscious of professional boundaries.

### **Staff Management and Supervision:**

- Provide effective, positive leadership top the management and staff team and respond appropriately to any concerns or problems raised.

- Be responsible for the performance management and conduct of team members and where necessary instigate any disciplinary investigation or process.
- In managing and supervising the management and staff team and by leading through example; ensure that all organisational policies, procedures and operational practices are adhered to.
- Undertake, supervise and conducting formal supervision meetings with staff and ensure that new employees are provided with the appropriate level of support; supervision and mentoring throughout their induction.
- Ensure employee absence is monitored and managed in line with organisational policy.
- Through effective leadership ensure the creation of a good team ethos in the service by motivating staff and promoting good team work practices.
- Ensure effective communication takes place and that all communication is conducted in a professional manner and appropriate manner.
- Identify and assess the on-going skills and training needs of team members and to participate in the planning and delivery of appropriate organisational training initiatives and provision.

#### **Service Improvement / Quality Assurance:**

- Uphold the principles and practice of customer care and continuous improvement by leading on the development; monitoring and review of service provision.
- Is accountable to the performance and compliance manager and the regulators of service provision.
- Develop and instigate good customer care practices and ensure that interactions that fail to deliver a quality service are challenged.
- Ensure administrative and recording systems are maintained in accordance with organisational, statutory and regulatory requirements and lead audits and reviews of operational practices.
- The post holder will also provide and/or contribute to management records as required.
- Ensure that service users are enabled to comment and complain about any of the services they receive and have access to an independent advocacy service and ensure that all comments and complaints received are dealt with promptly in accordance with organisational policy.
- Participate in attendance and disciplinary management.
- Manage all complaints to the area you manage.

#### **Health and Safety:**

- Lead in the development and maintenance of a safe working and living environment for employees; service users and all others affected by work activities by promoting safe working practices and responding promptly to any health and safety issues brought to your attention.


- Ensure adherence to statutory, regulatory and organisational health and safety policies; procedures and practices and through personal example and effective management to ensure employees conform likewise.
- Remain up to date with Health and Safety legislation as it relates to the safe and effective running of the service and assist in undertaking risk assessments and ensuring any necessary control measures are introduced and communicated to the staff team.
- Ensure the provision of information, instruction, training and supervision as necessary, to ensure the health and safety and welfare of all services users and staff within the service.
- Be responsible to own health and safety and that of anyone else whom your acts and omissions may affect and maintain a professional personal appearance at all times.

### **Resources:**

- Comprehensively and effectively maximise all the resources available to the service especially in relation to the deployment of staff hours against determined individual service user's costs.
- Ensure that all resources and utilities are used prudently and that any waste is minimised and managed; monitor and maintain budgets agreed by the senior management team.

### **General:**

- Adhere to all appropriate Nursing and Midwifery Council guidelines and/or regulations and Adhere to all of the Group's policies, processes and procedures, guidelines of the General Social Care Councils Code of Conduct.
- All staff has a responsibility to safeguard residents. All staff must be familiar with, and adhere to the organisations' adult protection procedures. It is the responsibility of all staff to be familiar with their role & responsibility around safeguarding and to ensure that they have completed training at a level commensurate to their role.
- Take a lead in the introduction; development; monitoring and review of policies and procedures in the service and organisation.
- Take responsibility for continuing personal development in order to enhance knowledge, skills and values needed for safe and effective practice and the achievement of agreed service outcomes and personal appraisal targets.
- Maintain an up to date knowledge of the statutory framework for Residential Services and communicate this to management and staff team to ensure that all administrative requirements of the service are maintained in such a way that they are compliant with the regulatory framework; best practice and the organisations policy and procedures.
- Work flexible hours, including evenings, weekends and bank holidays to meet the requirements and operation of the service.
- Attend training appropriate to the role and maintain an up-to-date training profile.
- At all times promote and ensure anti-discriminatory practice in all matters of staff management and service delivery in accordance with the organisation



equality and diversity approaches and statutory and regulatory guidelines and responsibilities.

### **Safeguarding**

- Confidentiality relating to residents; other employees and the Group's commercial and business activities must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act.

This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list. The Group reserve the right to amend this Job Description from time to time, according to business needs.

## THE WREKIN HOUSING GROUP

### REGISTERED CARE MANAGER

#### PERSON SPECIFICATION

<b>Education and Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Registered Learning Disability Nurse or Care Qualification VQ Level 5, RMA or relevant care/management qualification.	E	
IT qualification or willingness to undertake training	E	
First Aid Training, Fire Awareness, Food Hygiene, Personal Safety, Manual Handling		D
A1 Assessors Award; mentorship		D
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Minimum of 2 years' experience working with older people and/or have a learning disability and/or Mental Health needs in a relevant care related setting.	E	
Knowledge and application of CQC standards and planning and co-ordinating care and support activities.	E	
Working with people whose behaviour challenge services.		D
Understanding of good practice in relation to the management and operation of Residential Services.	E	
Working with people with people with physical and sensory disability.		D
Knowledge of Safeguarding Practices	E	
Budget and resource management.	E	
<b>Skills and Ability</b>	<b>Essential</b>	<b>Desirable</b>
Ability to plan and prioritise work load; and make/implement recommendations for good practice	E	
Ability to lead, manage and motivate staff and create a positive team based working environment through effective communication supervision and support.	E	
Good communication, numeracy and literacy written skills - ability to write care/support plans; risk assessments and other necessary management and care based reports.	E	

Collating data etc and effective management and maintenance of administrations systems.	E	
Ability to work without supervision and exhibit positive leadership and management skills and ability.	E	
Ability to transfer training knowledge into practice	E	
Ability to communicate effectively with residents colleagues, family members and other professionals	E	
<b>Commitment</b>	<b>Essential</b>	<b>Desirable</b>
A personal commitment to the organisations values and principles	E	
A commitment to the principles and practice of continual improvement and the provision of personalised services	E	
A commitment to uphold the rights of older ; vulnerable and disabled people.	E	
A commitment and the organisation's approaches to equality and diversity	E	
<b>Other</b>	<b>Essential</b>	<b>Desirable</b>
Ability to demonstrate a flexible approach to work according to the need of the service	E	
Good General Health / Attendance Record	E	
Undertake personal and professional development in order to meet the changing demands of the job.	E	
A full UK current driving licence and access to a motor vehicle	E	