

5.4 JOB DESCRIPTION – HOME MANAGER

Position: Home Manager
Responsible to: Area Manager
Responsible for: All allocated staff

JOB SUMMARY

1. To ensure the home provides and maintains the highest levels of care and service in accordance with the companies mission, vision, policies and procedures.
2. To ensure person centred care plans are established, renewed, maintained and implemented for all Service Users.
3. To manage effectively and efficiently all allocated resources of the Home both human and financial.
4. To plan the daily and weekly management of the home and support and ensure that the shift leaders carry out all their duties and responsibilities.
5. To ensure that Service User's needs are fully met within the Company's Equal Opportunities policy.
6. To work with other professional colleagues to ensure the Service Users best interests are identified and plans established to meet them.
7. To work with the Area Manager to implement, create and monitor a framework of Care Systems to enable the above.
8. To work with the Quality Manager to ensure all required Standards are met and when Reg 26, ISO9001 or other audit and inspections identify correct actions, that these are dealt with and closed out within the time frame set by the Quality Manager.
9. To organise ongoing maintenance of the framework of Care systems.
10. To manage and prepare all staff rota's.
11. To undertake all staff supervisions and appraisals in accordance with the requisite of the C.S.C.I
12. To carry out assessment visits in association with the Area Manager, of Service Users wishing to move into the Home. To write assessment reports on Service User needs resulting from visits. To match the Home resources to Service User needs.
13. To be involved and adjudicate in staff disciplinary procedures.
14. To liaise with the C.S.C.I and comply where appropriate with such requirements.

MAIN DUTIES AND RESPONSIBILITIES

- a.) To be responsible for allocation of roles and tasks within the Home and to maintain its effective operation at all times whilst maximising available resources; this will require the manager to participate in an average of 2 Residential shifts per week.
- b.) To undertake the effective management and administration of the Home. With the Managing Director, set up adequate budgetary control systems. To maintain these systems and keep within cash limited budgets. To be the responsible officer for budgetary control.
- c.) With the Area Manager, to be involved in budgetary estimates. To ensure the allocated Budget account is accurate and expenditure is accurately receipted and recorded.
- d.) To have overall responsibility for a balanced and efficient Staffing Rota and the fair distribution of overtime when available.

- e.) To ensure that staff hours worked and A/L are adequately and accurately recorded and ensure that the correct information is passed to the Accounts Department to enable monthly staff wages to be paid.
- f.) To work with the Area Manager and the Management team to monitor staff performance and absenteeism and work positively to maintain high standards of both.
- g.) To work with the Human Resources Manager on staff Performance Appraisals.
- h.) To be involved in recruitment and appointment of staff at the Home within the Company's Equal Opportunities policy.
- i.) To be responsible for the delegation of arranging and chairing regular staff meetings with preparation and distribution of minutes.
- j.) To be responsible for the delegation of arranging and chairing regular Service User group meetings with preparation and distribution of minutes.
- k.) To be responsible for the delegation of arranging and chairing regular Service User Reviews with the preparation and distribution of minutes.
- l.) To provide written reports as required.
- m.) To be responsible for ensuring that the Home is kept in a clean, tidy and well-maintained condition and that repairs, linen and furnishings are of an adequate standard.
- n.) Ensure that adequate and appropriate security systems operate within the Home.
- o.) To be responsible for the accurate updating of the inventory.
- p.) To ensure fire drills and fire testing are carried out and recorded.
- q.) To ensure Health and Safety at Work Act responsibilities are carried out in accordance with Company procedures.
- r.) To liaise effectively and appropriately with Area Manager and other relevant professional agencies.
- s.) To supervise, liaise with and regularly attend the meetings of the Home management team.
- t.) To ensure that individual needs of Service Users are met on a day-to-day basis and that appropriate planning meetings (e.g. with GP's, Case Managers, etc), Reviews are held for each Service User.
- u.) To be responsible for ensuring that appropriate records are maintained for each Service User and that effective contact is maintained with other professionals involved.
- v.) To offer the Area Manager or Directors suggested improvements to the service provided and similarly on behalf of the Service Users and care staff on all matters affecting the smooth running of the Home, including matters of design, adaptation, decoration, furniture and equipment, staff problems and admissions.
- w.) To be available on a consultancy basis outside rota'd hours. To be responsible for the 'on call' rota for senior members of staff.
- x.) To be involved in meetings with Area Manager, Directors, External Consultants, as required to create and develop Policy and strategy.
- y.) To keep a training profile on each member of staff and register training needs with the Training Co-ordinator. Where possible, to facilitate the meeting of identified training needs.
- z.) To offer professional supervision and support to staff as required.
- aa.) To ensure that practice guidelines are defined for staff in accordance with Company Policy and relevant legislation.

- bb.) In appropriate cases to assist Service Users in their preparation for more independent living.
- cc.) To ensure that Service Users are enabled to make formal complaints in accordance with Company Policy.
- dd.) Whenever practicable to ensure that Service Users are involved in decisions that might
- ee.) affect them.
- ff.) To act at all times in accordance with the Company Policies and procedures.
- gg.) To carry out any other duties as may be deemed necessary, which are consistent with the basic objectives of the post. In an emergency the post holder may be required to manage another unit.
- hh.) To assist Service Users in all aspects of personal care, including where appropriate, lifting, bathing, washing, dressing, and using the toilet and all other intimate personal care needs dependent on the situation.
- ii.) To undertake and provide training as required and within all aspects of the work to give a high profile to staff motivation, clarity of expectation and team development.
- jj.) To undertake regular supervision from the Area Manager.
- kk.) To carry out sleep in duties in cases of emergency cover.
- ll.) To carry out spot checks during both day and night shifts to ensure staff compliance to allocated activities and night workers remain active throughout their shift.

OTHER DUTIES

- To work on an average of 2 shifts per week in order to monitor quality of service and feedback to the Area Manager and, where appropriate the Directors.
- To undertake an inspection walk around of the Home once per month maintaining records of actions resulting from the inspection.
- To ensure that the Area manager and, where appropriate, the Managing Director is fully informed about the day to day running of the Home and specific needs and difficulties.

HOURS AND ANNUAL LEAVE

- A flexible 24-hour rota system is worked including evenings, weekends, nights and sleep ins
- Holiday entitlement: 28 days holiday per year including statutory Bank Holidays
- The Home Manager is expected to work 40 hrs per week or in excess as necessary to meet the above job description.
- Generally the Home Manager is expected to work Mon – Fri during the usual daytime hours 9am – 5.30pm, however is expected to be available outside of these hours for emergencies or advice and to occasionally (once every 6-8 weeks) substitute a weekday for a weekend day or evening / night to ensure comprehensive management of our 24/7 service provision cover.

PLACE OF WORK

- The Home Manager's place of work will depend upon the location of their allocated Home. They will attend a minimum of 1 meeting per month at Head Office and will be expected to travel within their area and to other areas within the company.

**Person Specification
Home Manager**



	Essential	Desirable
Physical Requirements	Good Physical Health	
Education and Training	Good General Education. NVQ IV RMA will be required within 2 years of appointment.	CQSW NVQ IV RMA or Equivalent RNMH DMS CMS MBA
Specialist Skills	Practical Care Skills, good communication and interpersonal skills, strong & demonstrable team management skills. Full Driving License or to achieve a full driving license within 2 months of appointment.	Makaton BSL NAPPI Full Driving License Car Owner.
Experience	Must have held a senior carers post within a residential care setting preferably for at least 2 years. Strong project management skills and good individual I.T and systems management.	Experience in procurement processes. Logistical management experience Over 8 years experience in Social Care Field. Have held a senior or managerial post within a residential settling preferably with experience of working with Learning Disabilities.
Personality	Able to remain calm in emergencies and take appropriate action. Demonstrable leadership Qualities, good, clear & calm communication Positive and enthusiastic attitude	Confident meeting and greeting visitors and third parties.
Motivation	Ability to work with the minimum of supervision using own initiative. Receive and carry out instructions from Senior staff. Ability to cope with internal and external pressures	
Other	Available for training	
	Smart Business appearance and presentation Honesty & Integrity	
	Respect peoples rights and dignity	
	Ability to negotiate and work with purchasers and commissioners, prepare reports and documents.	