**Job title:** Home Manager

**Responsible to:** Regional Director

**Responsible for:** All care home colleagues

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**Our Values**

## Fulfilling Lives is our core purpose

## Every one of us makes a difference is the belief that drives us

## Caring, Passionate and Teamwork are the values that underpin everything we do

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## Job Summary

To take responsibility for all aspects of the day to day running of the care home in order to achieve an industry leading standard. Promote an environment which provides residents with specialised personal care achieved through a process of individual consultation and ensure that standards are delivered and maintained through the effective management of colleagues and achievement of agreed financial targets.

### Key Responsibilities

**Leadership**

* To provide leadership and effective management for all colleagues employed in the home promoting an environment that supports dignity and respect.
* To take the lead in the contract relationship taking a key influencing role in the development of added value services to the contract.
* To lead colleagues in developing the service increase performance and improving quality standards.
* To produce the homes annual improvement plan and to deliver the objectives as agreed with the Operations Director.
* To produce the annual operating plan and evaluate and monitor performance against set objectives in conjunction with the Regional Director.
* To take the lead on self-pay bed marketing and to deliver the revenue targets agreed.
* Maintain an awareness of changes in the care environment and take responsibility for leading colleagues through the necessary changes to develop the service.

**Colleagues**

* To be responsible for selection, recruitment, induction, retention and development of all colleagues in accordance with legislation and company guidelines.
* To ensure appropriate numbers and skills mix of colleagues to meet the requirements of the service
* Ensure that systems for providing effective supervision for all colleagues are in place and maintained.
* Provide supervision to the senior members of the team.
* Ensure there is effective communication and dissemination of information on a frequent and regular basis using various methods to all colleagues.

**Customers**

* To promote a caring environment this is delivered according to the latest guidelines, best practice, legislative and regulatory requirements.
* To establish and maintain effective methods of communication with all stakeholders.
* Ensure that high standards of care delivery are maintained at all times and that clinical and care needs of residents are appropriately met.
* Ensure that the views and preferences of residents and visitors, are sought and reflected in service delivery.
* Ensure that a high level of satisfaction with the service is achieved and maintained (residents, relatives, colleagues and purchasers).
* Manage complaints and concerns appropriately and effectively in accordance with Company Policy.
* Work with partner organisations, contract and commissioning teams and maintain proactive management and monitoring arrangements to ensure ongoing compliance.
* Work with all stakeholders to continually improve relationships and service provision.
* Maintain excellent relationships with relatives, residents, purchasers and external agencies to build and maintain a positive reputation in the local community.
* Understand and implement Safeguarding Vulnerable Adults policies and procedures.

**Business**

* Ensure the effective financial and commercial management of the home in accordance with Company policy.
* Achieve agreed financial targets by maintaining required level of revenue (occupancy and fee levels) and ensuring the most efficient and effective management of resources.
* Implement and maintain effective internal audit and review systems.
* Develop a local marketing plan and ensure that this is implemented in order to achieve agreed occupancy and fee rates for the service and to add value to services provided to increase revenue potential
* Ensure that the service complies with contract agreements and requirements.
* Optimise all opportunities to develop the service.

**Marketing – in certain homes only**

* Ensure monthly occupancy and AWF budgets are met/exceeded.
* Track performance of Customer Relations Manager [CRM] responsibilities, as set against key performance indicators (KPI’s), having regular feedback sessions with CRM and completing relevant reports to calculate bonus payments.
* Review monthly sales and marketing action plans to ensure SMART objectives are set and delivered in order to drive private enquiries.
* Support the CRM to identify and train sales champions within the home to support with customer enquiries.
* Attend weekly occupancy calls with the Sales Development Manager and CRM as required to provide updates on activity undertaken and results driven.
* Arrange CRM training with the Sales Training Manager as and when appropriate.
* Hold a twice yearly Performance Conversation Review [PCR] with the CRM.

**Safeguarding of Vulnerable Adults / Mental Capacity Act**

To complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement SVA and MHA policies and procedures taking responsibility for reporting any safeguarding concerns to the senior person on duty or on-call Regional Director.

### Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
* To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act 2018 and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

* This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
* This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

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| **Name of postholder** |
| **Signature** |
| **Date** |

##### Person specification

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| **Criteria** | **Essential** | **Desirable** |
| Qualifications | * Degree or relevant professional qualification * Relevant management qualification | * Evidence of personal development |
| Experience | * Leading colleagues through change * Training and developing colleagues * Dealing with performance issues * Developing a service * Care of older people in a residential setting |  |
| **Technical Skills** | * The ability to control and manage a budget and accounts * Knowledge of the principles of sales and marketing * Skilled in the recruitment, selection and retention of colleagues * Knowledge of the Care Standards Act and Health and Safety legislation | * An understanding of dementia care |
| **Personal Qualities** | * Willing and able to provide an out of hours “on-call” service. * Excellent inter-personal skills and good a good communicator at all levels * Self-motivated, proactive, personable team player * Builds effective and credible relationships both internally and externally * Ability to work with and influence action through others * Works collaboratively with others sharing ideas and information at all times * Has the ability to delegate stretching responsibilities to develop people * Effectively builds trust with a consistent approach between actions and words * Has the ability to raise standards through innovation and new ideas * Will take responsibility for issues and resolve them. * Committed to personal development and interested in the acquisition of new knowledge and skills * Good personal presentation with a professional approach |  |