##### JOB DESCRIPTION

**JOB TITLE:** Relief Manager

**RESPONSIBLE TO:** Regional Director

**ACCOUNTABLE TO:** Operations Director

**Care UK’s Values**

* Every one of us makes a difference
* Customers are at the heart of everything we do
* Together we make things better

## JOB SUMMARY

To provide Home Manager expertise to a specific Care UK care home as required by the business. To take responsibility for all aspects of the day to day running of the care home as requested in order to achieve an industry leading standard. To take responsibility for working with all internal and external stakeholders. Provide dedicated and focused support for the home requiring temporary support to each nominated home. 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.

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### Key Responsibilities

* Act as Home Manager in the absence of an existing manager when required within a specified region
* Work closely with the Regional Director and regional support team to provide interim management on which the care home team can rely
* Build and maintain good relationships with the regional team and develop knowledge of each care home as each relief manager assignment is undertaken
* To establish a relationship with internal and external stakeholders as deemed necessary and maintain good communication channels
* Work with the Management Team to support a competent and highly driven team within the care home; providing the climate which allows support and to develop the team effectively
* To liaise closely with all Regulatory bodies in order to build effective relationships.  Ensure any requests for information from such Regulatory bodies are responded to promptly
* To support colleagues within our homes to develop the knowledge and expertise required to deliver care in accordance with best practice advice & guidance and to ensure effective service delivery.
* Contribute to the local marketing plan for the wider home from the perspective of the unit for which you are responsible 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
* Achieve agreed financial targets by maintaining required level of revenue (occupancy and fee levels) and ensuring the most efficient and effective management of resources.
* Build positive customer relationships, applying a proactive approach to understanding customer needs, developing effective partnership working through joint initiatives and utilisation of available resources, then delivering continuous service improvement as a result
* Effectively manage risk to ensure compliance with standards and customer safety at all times
* To drive and support the home in the selection, recruitment, induction, retention and development of all staff in accordance with legislation and company guidelines.
* To liaise with recruitment to ensure appropriate numbers and skills mix of staff to meet the requirements of the service
* Manage complaints and concerns appropriately and effectively in accordance with Company Policy.
* Understand and implement Safeguarding Vulnerable Adults policies and procedures.
* Ensure effective communication and dissemination of information on a regular basis using various methods to all stakeholders and staff.
* Ensure that effective measures are taken to adequately protect the safety and welfare of service users, visitors and staff.
* Maintain an awareness of changes in the care environment
* Ensure timely liaison with the HR team concerning employee matters relating to employment legislation and associate policies and procedures and People Strategy
* Work with the HR team to ensure the principles of equality and diversity are upheld
* Support the relevant Regional Director in planning, managing and implementing the proposed development plan for the specified care home
* Promote, share and sustain best practice business methods at all times
* Drive continuous improvement and implement agreed innovations and technological advances where appropriate

**Personal responsibilities:**

* To be fully conversant with the protection of vulnerable adults.
* To be flexible within the region in order to fulfil the business need of providing relief management where necessary
* To be responsible for ensuring and maintaining an up-to-date knowledge and understanding of key developments, which may improve care and enhance overall service delivery.
* To ensure that adequate measures are taken to protect the health and safety of all customers and staff including the maintenance and upkeep of a safe and homely environment.
* To consistently role model the values and behaviours of the organisation in accordance with Care UK’s mission of Fulfilling Lives.
* Meet company objectives and targets through effective leadership, direction, management and motivation in the designated areas of the operation
* Make a positive contribution to the business in terms of profit, development, growth and market position

**Environment**

All staff should bear in mind the overall objectives of the care home, namely that residents will be encouraged to maintain independence and choice in a homely environment which promotes excellent customer relationships.

### 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.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act 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

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 | * Managed and led Care Homes within a Social Care setting * Track record of improving underperforming Homes * Leading staff through change * Training and developing staff * Dealing with disciplinary proceedings & investigations * Developing a service * Care of older people in a residential setting * Audit * Developing relationships with all stakeholders | * Experience of project management |
| **Technical Skills** | * The ability to identify and solve complex problems * The ability to evaluate and create actions plans to achieve the desired outcome * Skilled in the recruitment and selection of staff * Knowledge of the Care Standards Act and Health and Safety legislation | * An understanding of dementia care |
| **Personal Qualities** | * Able to see the ‘bigger picture’ and communicate vision to team * Organised and methodical in approach to projects * Good commercial awareness * Works collaboratively with others sharing ideas and information at all times * 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. | * The ability to be mobile within a reasonable distance – typically the region in which the role is based and work in different locations as required by the business |