**Job title:** Operations Support Manager

**Responsible to:** Regional Director

**Accountable to:** Operations Director

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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 working with all internal and external stakeholders. Provide dedicated and focused support to Care UK homes across the estate to maintain and develop consistent and high quality care and levels of service, whether the home is working through a development plan, is in transition, or part of a new build programme. To provide Home Manager expertise to a specific Care UK care home as required by the business. This may include, but not limited to, interim management of a specific home, managing a home with a specific action plan or assisting in managing a home within a different region.

Manage as necessary any key projects as determined by the Operations Director.

### Key Responsibilities

**•** Working within the Management Team to support a competent and highly driven team of home managers; providing the climate which allows them to support and develop their people effectively

• Continue to 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 establish a relationship with internal and external stakeholders as deemed necessary

• 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.

• To establish and maintain effective methods of communication with all stakeholders.

• To support in homes in the selection, recruitment, induction, retention and development of all staff in accordance with legislation and company guidelines.

• Act as Home Manager in the absence of an existing manager when required

• 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.

• Maintain excellent relationships within the region and also with external agencies to build and maintain a positive reputation in the local community.

• 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

• Work with all stakeholders to continually improve relationships and service provision.

• 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 Care Home(s).

• 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 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.

**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 RD

### 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 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 | * GCSEs (or equivalent)
* Degree or relevant professional qualification
* Relevant management qualification

  | * Evidence of personal development
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| 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
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| **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
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| **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 with drive and energy
* Passion for ensuring and delivering customer care
* Self-motivated, flexible and enthusiastic approach to work
* Works collaboratively with others sharing ideas and information at all times
* Effectively builds trust with a consistent approach between actions and words
 | * The ability to be mobile and work in different locations as required by the business. This may include a care home within a region close to your home address or another home in a different region
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