



JOB DESCRIPTION

Job Title	Registered Home Manager
Responsible to	Regional Manager
Responsible For	All staff and residents in the home
Post Objective	<ol style="list-style-type: none">1) To be fully responsible and accountable for the effective running of the allocated home, meeting at all times the requirements of the Care Standards Act 2000.2) To develop and sustain a successful business, providing the highest possible standards of care for older people and always striving to meet and exceed customer's needs.3) To provide high quality, effective management of residential and other care services within an agreed budget.4) To provide staff with advice, guidance and training on all aspects of care practice and Health & Safety issues related to residential homes.

SUMMARY OF MAIN RESPONSIBILITIES

GENERAL MANAGEMENT

- 1) To manage and be accountable for the home's income and expenditure budgets and for the safe custody of monies held in the home. Ensure that finance and administrative procedures and records are maintained to company standards.
- 2) To manage the home, building and care services in accordance with company policy and procedures and all relevant legislation.
- 3) To develop and market services in order to promote the use of the home for both residential care and other services, to include private clients.
- 4) To establish and maintain effective relationships with relatives, residents, purchasers, suppliers and providers of professional services.
- 5) To contribute to and make suggestions for improving and developing policies and procedures.
- 6) To lead the formulation of a Home Business Plan that supports the overall organisational aims and monitor progress against that plan.
- 7) To keep such records as required by the Care Quality Commission and ensure that all other reasonable requirements of that organisation are met.
- 8) To ensure that the company's statutory requirements are met in respect of Health & Safety at Work, Employment Law and other relevant legislation, seeking advice from an appropriate person where necessary.
- 9) To take the necessary action to ensure that maximum occupancy levels are maintained.

CARE OF RESIDENTS

- 10) To provide and manage care services for customers in accordance with agreed specifications, ensuring a flexible and caring approach which is responsive to the needs of individual residents, whilst promoting independence.
- 11) To plan, develop and maintain services to meet residents' needs, with respect to physical, emotional

and spiritual care, social activities and mental stimulation.

- 12) To ensure that effective strategies and arrangements are in place for involving and consulting customers, residents and carers.
- 13) To deal with complaints quickly in accordance with company procedures, and in a sensitive manner to ensure a positive outcome.

STAFF

- 14) To do all that is practicably possible to ensure that the home is adequately staffed with trained personnel to meet the requirements of the care model of the home.
- 15) To take responsibility for the recruitment, deployment, training, development and performance reviews of all staff on an ongoing basis, in order to ensure that the skill levels are adequate to meet residents' needs.
- 16) To manage and develop members of the Home's management team to meet the needs of the Home and assisting where possible in their career development.
- 17) To deal with all matters of staff performance according to agreed policies and in consultation, where necessary, with the Regional Manager.
- 18) To monitor and manage matters relating to the absence of staff from their workplace.
- 19) To provide advice, guidance and training on all aspects of Health & Safety legislation related to Residential Care Homes.
- 20) To assist the Regional Managers in the induction of new Registered Care Home Managers.
- 21) To carry out any other duties reasonably required to ensure the smooth operation of the company's business.

PERSON SPECIFICATION

Job Title Home Manager
Department Operations
Line Manager Regional Manager

		ESSENTIAL (E) DESIRABLE (D)
SKILLS/ ABILITIES	<ul style="list-style-type: none"> o A recognised care based professional qualification such as NVQ level 4 Registered Managers Award or Level 4/5 in Leadership and Management in Care. o Excellent people skills with proven ability to lead from the front and earn respect from staff, residents, relatives, peers and other professionals. o Excellent numerical, verbal and written communication skills. o Ability to motivate, encourage and engage staff at all levels in the home. o Competent in E mail, Microsoft Word & Excel. o Able to work to tight deadlines and be self-motivated. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
KNOWLEDGE	<ul style="list-style-type: none"> o Demonstrable knowledge and understanding of dementia care in a residential care setting. o Demonstrable knowledge of financial systems in regards to budgeting and budget controls o Good working knowledge of employment legislation o Substantial experience in a related middle management post. o An excellent appreciation of the changing needs of older people and their families. 	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>
EXPERIENCE	<ul style="list-style-type: none"> o Substantial evidence of continuing professional practice in the care, or care management of older people. o Demonstrable experience of effective people management, including coaching and mentoring o Extensive experience of working with older people at a senior level. o Relevant and demonstrable experience of the effective management of budgets and forward planning of care services. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
PERSONAL QUALITIES	<ul style="list-style-type: none"> o Determination to succeed and strive for excellence. o Ability to work flexible hours as per requirements of the role . o Very high professional standards. 	<p>E</p> <p>E</p> <p>E</p>