

## Job Description and Person Specification

|                       |   |
|-----------------------|---|
| <b>Job title:</b>     | Home Manager                                |
| <b>Directorate:</b>   | People                                      |
| <b>Service:</b>       | Adult Social Care                           |
| <b>Team:</b>          | Responsive Care Providers                   |
| <b>Post number:</b>   | 04460                                       |
| <b>Salary grade:</b>  | Grade L                                     |
| <b>Work location:</b> | Birchwood Home                              |
| <b>Reports to:</b>    | Service Manager – Responsive Care Providers |
| <b>Supervises:</b>    | Deputy Manager, Head Housekeeper            |

### Job Purpose

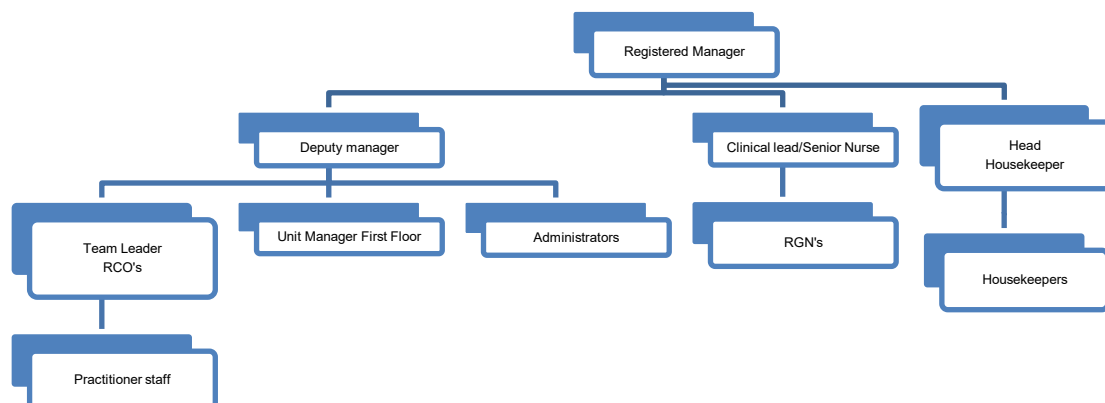
Birchwood Home is a 60 bed care home in Newbury, which offers residential and nursing care to vulnerable older people set over 3 floors and across 5 units; referred to as Houses. 10 beds are designated for elderly frail nursing, 25 beds are designated for EMI residential and 25 beds for EMI nursing.

The Home Manager has responsibility for the management of the home which includes management responsibility for clinical staff.

### Key Accountabilities

- To manage the care home in accordance with all relevant legislation and within West Berkshire Council's policies and procedures
- To ensure that CQC standards are adhered to across all Key Lines of Enquiry (KLOE)
- To ensure that a person-centred approach is adopted throughout the home
- To liaise with internal and external departments / organisations to deliver and develop effective services
- To operate in accordance with the services four values: Respect, Inclusion, Compassion and Empowerment

### Structure Chart



### Main Duties and Responsibilities

- To take overall responsibility for all aspects of the day to day management of the care home in accordance with relevant legislation, policies and procedures.
- To be registered, and take overall responsibility for compliance, with CQC regulations and standards, striving to achieve at least “good” in all inspection domains.
- To ensure that the home provides care and support to the residents that reflects current best practice and is person-centred.
- To ensure that residents are regularly consulted and that the care and support provided meets their needs.
- To have regular meeting with residents, relatives and friends and work effectively with other stakeholders.
- To ensure all staff work in accordance with the four values of the service: Respect, Inclusion, Compassion and Empowerment
- To take the role of Responsible Person for the building and work proactively with Property Services.
- To routinely review and update business continuity and emergency procedures with particular focus on fire safety.
- To manage the home’s budget effectively working to achieve a balanced budget through regular monitoring and production of reports, including the external catering service.
- To provide regular supervision and support to the management team and ensure that all staff receive full induction, supervision and an annual appraisal.
- To have management oversight of clinical staff, and to ensure that they are meeting the requirements of their respective professional bodies to maintain their registration to continue to practice.
- Effectively manage the performance of staff including monitoring absence, by implementing Council policies and procedures in a timely manner.
- To reduce the reliance on agency staff and to develop and promote the use of Bank Staff.
- To ensure that all staff are offered opportunities, relevant to their role, for ongoing training and development.
- To implement quality systems based on continual improvement and consultation with staff and residents.
- To take an active part in other activities and projects as agreed with the Service Manager and to be a proactive member of the Responsive Care Provider senior management team.
- To recognise health and safety is a responsibility of every employee, to take reasonable care of self and others and to comply with the WBC Health and Safety policy and any service-specific procedures / rules that apply to this role.
- To respond to and deal appropriately with enquiries received via phone, post, electronically and in person.
- To respond to residents individual enquiries and requests within the scope of the job role.
- To ensure all administration systems within the care home are maintained as required by WBC.
- To oversee and take responsibility for financial tasks required by WBC including reconciling accounts, processing orders and invoices etc.
- To conduct research, provide reports and data analysis appropriate to job role.
- To comply with all statutory and WBC Policies and Procedures.
- To participate in training and development appropriate to the role including supervision, appraisals, meetings etc.
- To promote equality as an integral part of the role and to treat everyone with fairness and dignity.
- To input data on various software.

### Main Duties and Responsibilities

- Work with commissioning and the external catering company to ensure an appropriate meal service is provided to meet the needs of the residents.
- To participate in the Responsive Care Providers out of hours on call managers rota.

### Scope (impact on/control of resources, people, money etc)

- To manage the delegated budget for the care home and monitor staff expenditure using tools provided
- To be responsible for the recruitment, retention, deployment and management of staff within the care home in partnership with HR
- To liaise / negotiate with other health and social care professionals to ensure appropriate services are provided for the residents within the home, and prospective residents

### Person Specification

| Qualifications   | Essential/<br>Desirable | Internal<br>use only |
|--|-------------------------|----------------------|
| Level 4 in Health and Social Care  | D                       | 1                    |
| Registered Managers Award  | D                       | 2                    |
| Evidence of personal and professional development  | E                       | 1                    |
| NMC Registered Nurse   | D                       | 3                    |
| Recognised professional or management qualification such as a Level 5 diploma in Health and Social Care Leadership | E                       | 2                    |
| <b>Experience</b>  |                         |                      |
| Experience of working in a care home at management level for approximately 4 years                                 | E                       | 1                    |
| Experience of putting legislation/policies into practice   | E                       | 2                    |
| Experience in recruitment and retention of staff   | E                       | 3                    |
| Experience in meeting regulatory requirements  | E                       | 4                    |
| Experience of developing services  | E                       | 5                    |
| <b>Knowledge and understanding</b>   |                         |                      |
| Knowledge of H&S in a care home environment  | E                       | 1                    |
| Knowledge of requirements of all external regulators (CQC, Fire Service etc)                                       | E                       | 2                    |
| Knowledge of health and social care services for older people  | E                       | 3                    |
| Knowledge of Safeguarding Adults processes   | E                       | 4                    |
| Familiar with working under external scrutiny  | D                       | 1                    |
| <b>Skills and abilities</b>  |                         |                      |
| Ability to use Outlook, and a web browser to access information  | E                       | 1                    |
| Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc)  | E                       | 2                    |
| Significant finance and budgetary skills   | E                       | 3                    |
| Strong leadership and management skills  | E                       | 4                    |
| Ability to ensure that policies and procedures are implemented in practice   | E                       | 5                    |
| Ability to performance manage staff  | E                       | 6                    |
| Ability to contribute to, monitor and implement changes and improvements to services                               | E                       | 7                    |
| Able to set and audit standards  | E                       | 8                    |
| Ability to plan allocate and evaluate own work   | E                       | 9                    |

| <b>Work-related personal qualities</b>  |     |     |
|---|-----|-----|
| Ability to prioritise and delegate  | E   | 1   |
| Good interpersonal skills   | E   | 2   |
| Commitment to quality improvement and person-centred care   | E   | 3   |
| Consultative and negotiation skills   | E   | 4   |
| Commitment to ensuring anti-discriminatory and anti-oppressive practice   | E   | 5   |
| Ability to manage change  | E   | 6   |
| Excellent organisational skills   | E   | 7   |
| Good analytical and judgement skills  | E   | 8   |
| <b>Other work-related requirements</b>  |     |     |
| This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfil all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post | E   | 1   |
| Flexibility and adaptability– may need to work on rota on occasions   | E   | 2   |
| Ability to drive with full, clean driving licence   | D   | 1   |
| Enhanced DBS check with relevant barred lists   | Yes | n/a |
| Is this post politically restricted?  | No  | n/a |