

Job Description: **Manager**

Reports to: Registered Manager

Responsible for: Care Co-ordinator and Care Workers

Location: Head Office

The general aim of Moonstone Care UK is to provide high quality, responsive and supportive services to service users in the community, in order that they may reach and maintain maximum independence. This is achieved through individualised care planning.

Objectives

1. To actively promote best practice in care provision including all aspects of care planning activity, to ensure that the services provided by Moonstone Care UK conform to current Essential Standards of Quality and Safety and the Health and Social Care Act 2008 and associated Regulations so as to:
 - a) Ensure the safety of service users
 - b) Safeguard services users against abuse or neglect
 - c) Promote service user's independence
 - d) Ensure the safety and security of property including their homes
 - e) Provide a service which respects privacy, dignity and wishes of service users and with due regard to gender, religious persuasion, racial origin, cultural and linguistic background, disability and to the way in which they conduct their lives
 - f) Provide a Service which meets the assessed needs of Service Users
2. To recommend new policies and procedures as may be required and review existing policies and procedures regularly.
3. To ensure accurate records of management activity are kept in line with current regulations, prevailing standards and contractual obligations.
4. To ensure that the staff provided by Moonstone Care UK are selected and recruited according to 'Essential Standards of Quality and Safety' and so as to:
maintain an appropriate number of suitably skilled and experienced staff for whom adequate pre-employment checks are undertaken and that, once employed, staff receive induction, supervision and training appropriate to the duties to be undertaken.
5. To ensure all staff are aware of their Health and Safety responsibilities. To undertake Health and Safety responsibilities as may be delegated and ensure that equipment failure or Health and Safety concerns are recorded and reported to the appropriate personnel or department.
6. To line manage Care Co-ordinator and Care Workers which will include, support and ongoing supervision, monitoring their care practice and annual appraisals.
7. To be willing to undertake training and personal development activity to ensure continuous development.
8. To assist in the induction and training of staff.
9. To ensure that complaints are investigated and recorded and take the lead on investigations where appropriate.

10. To liaise with CQC, operational staff from Social Services, Housing Officers, Health Care Professionals, Service Users, Tenants and their family members and be the named link between these and MOONSTONE CARE UK.
11. To ensure that schedule of staff activity / rostering occurs so as to ensure care plans can be fulfilled over 24 hours, seven days a week in a cost-effective and time- effective manner ensuring a safe and effective service delivery.
12. To support staff in responding to emergency situations.
13. To participate in out of hours 'on call' rota.
14. To undertake any other duties commensurate with this role that may be required from time to time.

List of main duties/tasks

Service User Care:

1. To ensure that the emotional, spiritual, physical, medical and material needs of the service users are recognised, assessed and met
2. To provide all relevant information and leaflets to prospective new service users and to visit them in their home for a discussion and assessment of need of each service user in conjunction with the service user, relevant professional agencies and, where appropriate, the service user's family and develop a Service User Plan which provides a satisfactory quality of life for that person
3. To decide whether or not the agency is able to meet the personal care needs of any prospective service user and to negotiate an appropriate fee with the purchasing authority or the Service User or their family (if not in receipt of local authority assistance).
4. To ensure that each new service user receives a written copy of the "terms and conditions" of engagement and ensure that each service user and, where appropriate, their representative or carer understands them.
5. To support service users in the taking of decisions in matters which affect their lifestyle
6. To promote relationships which enable each service user to participate in the life of the local community to the maximum of their ability
7. To ensure the provision of healthcare arrangements which may include the ordering, recording and, where appropriate, the administration of prescribed medication
8. To be responsible with the Registered Manager for the efficient running of the domestic character of the agency which will include ensuring that the dietary needs of service users are met, ensuring that good standards of food presentation are maintained and ensuring that good standards of hygiene and cleanliness are maintained
9. To ensure the provision of care including that which may be provided by a competent and caring relative and which may include terminal care, under the direction of the GP and with the support of the community nursing service.
10. To assess service users' homes with regard to health and safety and infection control issues and provide advice to staff regarding safe and healthy working practices in the field.

Communication

1. Attending panel meetings, Adult protection meetings and reviews with partners from other agencies including Social Services Managers, Scheme Managers, Housing Officers and Health Care professionals as required.
2. Following through any requirements and recommendations the CQC may make in conjunction with the Registered Manager.
3. Actively promote best practice in care and support management. This will entail:
 - (1) Conducting induction training and ensuring competencies of staff to undertake specialist tasks are appropriately verified.
 - (2) Complaint investigation
 - (3) Investigating grievances and following disciplinary procedures when indicated.
 - (4) Adult and/or child protection monitoring and investigation in conjunction with the local Adult and Child Protection Teams.
4. Compiling, monitoring and reviewing care plans as required (including risk assessments) using the identified needs from the Community Care Assessment.
5. Reviewing documentation, policies and procedures on a regular basis to ensure they continue to be 'fit for purpose'.
6. Attending consultation meetings with service users or their family representatives.
7. Ensuring adequate records of management activity are kept in order to satisfy the Health and Social Care Act 2008 and associated Regulations, reporting requirements and other statutory or contractual obligations. To include the Data Protection Act, Access to Personal Files and the Company's Confidentiality Policy.
8. Producing management reports for the Registered Manager as directed.

Management of staff

1. To advertise, select and recruit staff ensuring references, CRB and ISA checks are all conducted according to current regulations.
2. To undertake aspects of the staff induction programme appropriate to each location including emergency procedures as directed by the Registered Manager.
3. Determine competence of staff to undertake tasks required of them.
4. To offer formal individual supervision on a planned basis, arrange team meetings and annual appraisals for those directly line managed.
5. To support staff in undertaking their allocated duties and in the event of any emergency.
6. To participate in staffing the 'out of hours' rota.
7. To undertake unannounced 'spot checks' to monitor practice and take appropriate action where practice falls below the standard expected.
8. To participate in personal training and development opportunities as they arise.
9. To follow company grievance and disciplinary procedures when required.
10. To ensure that employment legislation is implemented
11. To arrange staff rotas

Management of resources

1. Identifying any Health and Safety issues , resolving them where possible on site and referring on where indicated to the Registered Manager. This encompasses equipment failure and Environmental Health issues such as hygienic working (Infection Control) and living conditions.
2. Ensuring care and support workers have adequate supplies of personal protective equipment and are trained in safe working procedures.
3. Scheduling of care and support rosters to maximise the available resources and ensure care plans are met.
4. To identify where further staff might be required and initiate recruitment and selection to ensure sufficient and competent staff are available to meet service users' needs.
5. Reconciling petty cash ensuring receipts are always obtained.
6. Payroll duties including verifying timesheets and processing these for payment.
7. To advise the registered Manager of any malfunction of the heating, lighting or emergency systems and ensure the security of the premises
8. To ensure that the fire regulations are complied with and advise the Registered Manager if there are areas of risk

Finance:

1. To be responsible for the monitoring and control of day-to-day expenditure within the limits prescribed by the Registered Manager
2. To prepare budgets and monthly cash flow reports for the Registered Manager and to ensure that adequate accounting and financial records systems are in operation
3. To ensure that service users are, wherever possible, supported in retaining responsibility of their own money and financial arrangements
4. To ensure that, where a service user is assessed as incapable of handling their own financial affairs, their money is handled properly and with the utmost probity and that records are kept of all financial transactions.

Person Specification — Essential Criteria

The following qualities are considered essential for the post of agency manager:

- (a) At least two years' experience in a senior management capacity within the previous five years
- (b) A management qualification or care qualification equivalent to NVQ level 4 and 5 in care management
- (c) Sound understanding of good care principles
- (d) Able to take responsibility
- (e) Leadership and negotiating skills
- (f) Self motivated
- (g) Good planning and organisational skills
- (h) Flexible
- (i) Caring with ability to display empathy and warmth

- (j) Sensitive to the needs of others and to the sick or infirm
- (k) An active team player but also able to work on own initiative
- (l) Excellent communication skills
- (m) Committed to high standards
- (n) Committed to training
- (o) Skills in assessment and care planning
- (p) Experience in change management

Essential attributes

Must have full driving licence.

In addition, all staff are required to:

- Respect the confidentiality of all matters that they might learn in the course of their employment.
- respect the requirements under the Data Protection Act 1998
- Ensure that they are aware of their responsibilities under the Health and Safety at Work, etc Act 1974.
- Work within any other legislation that may be in force from time to time