

Form JE 2
NHS Scotland National Template



JOB DESCRIPTION TEMPLATE

1. JOB IDENTIFICATION
<p>Job Title: Care Home Manager</p> <p>Responsible to: Care Homes Service Manager</p> <p>Department(s): Care Home for Older Peoples</p> <p>Directorate: Community Hospitals, Care Homes and Technology</p> <p>Operating Division: Edinburgh Health and Social Care Partnership</p> <p>Job Reference:</p> <p>No of Job Holders: 1</p>
2. JOB PURPOSE
<p>The Care Home Manager has overall operational responsibility for all services provided within a care home for older people. This will include ensuring that the care home is managed to a high standard and in line with a range of regulatory frameworks.</p> <p>The postholder will be the registered manager for the care home and as such accountable for the overall quality of care provided. The postholder will be required to provide clinical advice and may at times provide clinical care to residents.. The postholder will also lead on the development of services within the care home, in line with EHSCPs strategic direction.</p>
3. DIMENSIONS
<p><u>Staffing Responsibility:</u></p> <p>Management of Care Home Staffing Establishment 93.96 WTE/ 104 staff</p> <p>Number of Direct Reports 4</p> <p><u>Financial Responsibility:</u></p> <p>Overall Budget Pays and Non Pays £ 3,536,167</p>

Staffing Budget £3,306,167

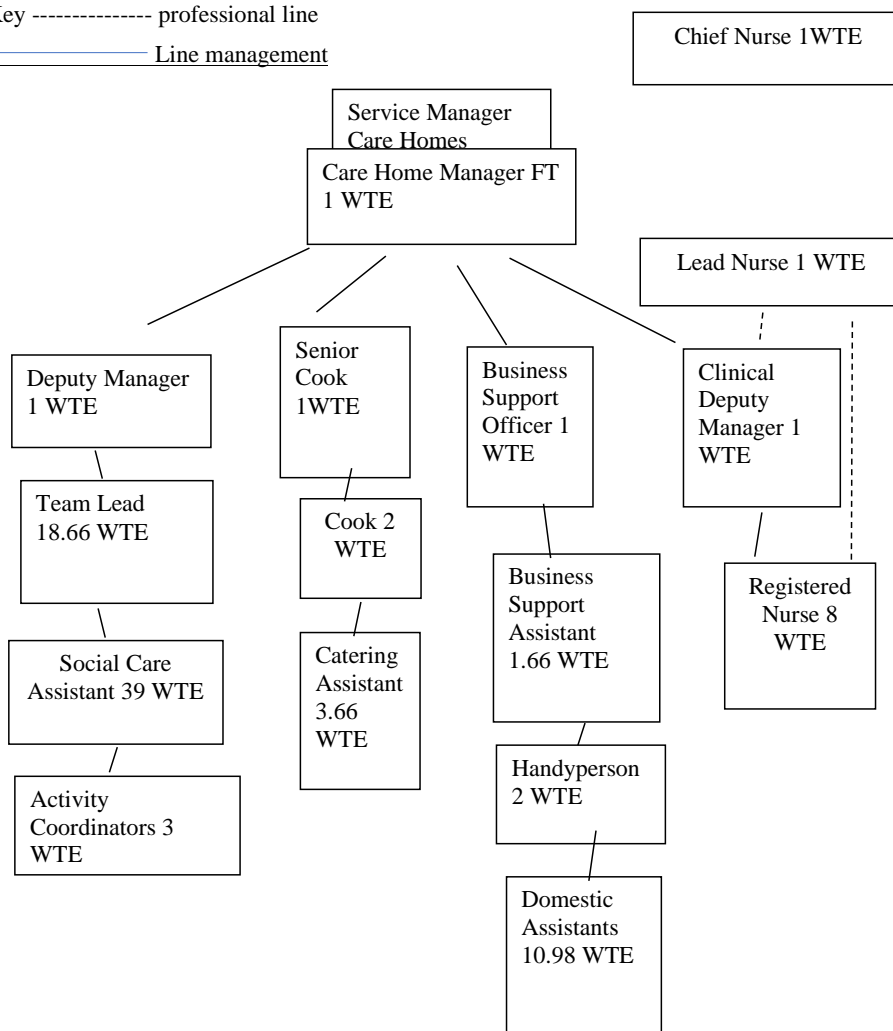
Total Gross inclusive of non pays £ 3,536,167

Postholder will support the service manager and work within the core EHSCP expenditure and workforce covering staff and associated budget. They may be required to work across any of the Care Homes managed by EHSCP

4. ORGANISATIONAL POSITION

Key ----- professional line

— Line management



5. ROLE OF DEPARTMENT

To provide high quality, safe and effective person centred care for older people in a care home setting. This includes meeting the nursing, care and social needs of residents whilst creating a homely environment for them to reside in.

Edinburgh HSCP is responsible for delivery of health and social care services to the population of Edinburgh. The HSCP brings together those who plan, manage and provide community services for the population of Edinburgh with delegated authority to deliver integrated health and social care services in Edinburgh. It fulfils the role for HSCP and Integration Authority as set out in the Scottish Government Public Bodies Act 2014.

The care home service work in partnership with the H&SCP locality teams and in collaboration with NHS Lothian, Primary Care, to support people to move into and reside in a care home, in a homely setting. This includes planning, providing, managing, monitoring and reviewing nursing and social care, following best practice to meet the requirements of people with complex needs in a care home setting.

Care Home teams include nursing and social care staff.

6. KEY RESULT AREAS

Managerial

1. To support The Partnership, NHS Lothian and the Council values and behaviours related to quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.
2. To work collaboratively with the Care Inspectorate to ensure delivery of high-quality services which meet the Health and Social Care Standards. Facilitate Care Inspectorate inspections and provide evidence and subsequent action plans following requirements and areas for improvement received following annual inspections.
3. As a member of the clinical care governance group for care homes provide a level of assurance on the delivery of safe effective person-centred care within the care home.
4. Take a lead role in ensuring complex programmes of care are implemented within the care home and that all components of safe and professional care are delivered in line with Council and NHS procedures and Regulatory Frameworks e.g the review and development of models of care within care home settings to meet the changing needs of residents.
5. Responsible for carrying out regular audits of the service area included in the Quality Assurance Framework for Care Homes for Older People driving a programme of continuous improvement and identifying areas for improvement within the home.
6. Deputise for Service Manager Care Homes as required at meetings.

7. To ensure the fabric of the building is maintained, the grounds and gardens are kept safe and well maintained and be accountable for all fixtures and fittings and security in the home ensuring faults and maintenance requirements are reported timeously.
8. The postholder will be required to take a lead role in areas of service innovations, creativity and identifying opportunities for quality improvement. Working collaboratively with a range of professionals across the council, NHS Lothian, private and third sectors for specialist support and input for service user's needs. (eg.....development of palliative care services)
9. Required to advise senior managers up to director level on complex issues e.g. complaints made about the care in the carehome or staff disciplinary and conduct issues relating to the care home which may have political or media interest.
10. Responsible for interpretation of, and compliance with a complex set of statutory and regulatory requirements, establishing best practice in meeting the needs of older people in the care home. Responsible for the implementation of organisational policies and procedures, and development of local processes and meeting regulatory requirements.
11. To champion and develop an approach to service delivery that is focussed on individual person-centred outcomes for service users and to carry out all duties of a Registered Manager as prescribed by the Regulation of Care Act and Adults with Incapacity Act.
12. To work with other Council services and external partners to support the effective planning and delivery of services to ensure that the Health and Social Care Partnership meets its statutory duties and wider policy objectives in relation to social care and delivers high quality services within a best value approach.
13. Responsible for ensuring all health and safety risks under their management are identified, assessed, and controlled, with specialist input from H&S Advisers and others including Occupational Health where required.
14. Responsible for maintaining a highly complex physical environment to meet statutory requirements and to ensure the wellbeing of staff and service users. The extent to which the environment is effectively maintained is subject to numerous, robust scrutiny processes and audits.
15. Responsible for ensuring that information and data relating to service users is held and managed securely and in line with legislative and regulatory requirements.
16. Responsible for ensuring that the rights of the older people in their care are paramount and will work to this effect in collaboration with residents, departmental colleagues and other significant professionals and relatives/carers or representatives of the residents. This can often involve balancing the rights of one resident against the rights of another and requires a high degree of communication and negotiation skills.

Financial

17. Accountable for the management of the allocated budget, maintain a robust system of monitoring and reviewing expenditure using the Frontier budget management system ensuring that spend is in line with budget.

Communication

18. The postholder will be responsible for applying, developing and communicating a structured quality assurance framework which reflects departmental, regulatory and service user expectations.

HR Responsibilities

19. Responsible for the management of the care home team including NHS and CEC staff e.g. recruitment, training, performance management and attendance management etc..
20. To support The Partnership, NHS Lothian and the Council values and behaviours related to quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7a. EQUIPMENT AND MACHINERY

The following are examples of equipment which will be used when undertaking the role:

Laptop/PC

Telephone/Mobile Devices

Photocopier/Printer

Safety and maintenance of equipment (eg. hoists) – to enable maintenance to be undertaken by the contractors identified for each specialised piece of equipment and that this is done before equipment service expiry dates

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

- Microsoft Office, e.g., Word, Excel, PowerPoint, Teams

- Performance Management Systems, including Covalent, Datix, TRAK, SSTS, Navigator, SWIFT
- NHS and Council Finance Systems
- NHS and Council HR Systems
- Internet and Intranet sites
- NHS and Council Procurement Systems

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

The postholder is managerially accountable to the Care Homes Service Manager and professionally accountable to the Chief Nurse.

Annual objectives and a development plan will be agreed and reviewed by the Care Homes Service Manager with input from the Chief Nurse on professional matters. Performance against these will be reviewed in line with NHS Lothian PDP process.

The postholder is expected to operate with a large degree of autonomy and professional judgement to manage and define their workload within the overall objectives set by their line manager, Head of Service and EHSCP strategic plan.

9. DECISIONS AND JUDGEMENTS

To undertake complex decision making in both routine and challenging situations e.g. balancing the needs of residents when there are significant staffing shortfalls ensuring skill mix can meet these needs. To uphold responsibilities under adult support and protection to safeguard service users. To analyse and interpret complex data and information and use this to develop solutions to issues which may arise eg understand monthly financial reports and identify key areas of savings or pressure and solutions for these.

The postholder is expected to use information and data to assess risk and anticipate problem and where possible identify solutions before they impact on service delivery eg infection outbreaks and how they are managed and the potential impact on staffing and on the residents and also admissions to the care home. The postholder will need to find solutions to enable maintenance of standards of care provided and anticipating staffing shortfalls and possibly consider the movement of service users into designated areas to manage outbreak and staffing shortfalls.

The postholder has a professional responsibility for nursing and will be expected to at times undertake clinical assessment of deteriorating residents or incidents involving a resident and make a clinical decision and judgement about what is required.

The postholder will make decisions and judgements relating to the operational management of the care home including skill-mix, adjusting staffing levels in response to workload required

within the competing priorities of the service, staff performance issues e.g. capability, clinical and professional development, investigation into breach of policy.

The postholder will make operational decisions on the future development of the services, this may be in response to feedback from external or internal scrutiny e.g. staffing required, future use of buildings to achieve strategic goals such as expanding, reducing or ceasing use of facilities.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Responsible for managing their own time and workload within an environment subject to significant interruption, deadlines, timescales, and conflicting demands and priorities many of which require an immediate response.
- Respond to emergency situations and take the lead role in dealing with the situation and the deployment of resources and the reporting of the event.
- The postholder will be required to meet service and legislative requirements whilst dealing with daily demands, conflicting priorities and change, meeting deadlines and targets, often to short timescales under pressure and with limited or inflexible resources.
- The postholder requires a high degree of emotional resilience. There is a requirement to plan services to meet the needs of vulnerable older people within a group living environment many of whom are in poor health and may die within the care home
- The postholder must be able to work with staff who are caring for people who are dying and ensure that the deceased are handled appropriately and sensitively and that funerals are arranged according to departmental procedure.
- The postholder has responsibility for ensuring the overview of all critical incidents and that these incidents are debriefed –and that significant occurrence reports are completed and also any staff learning needs following the incident are captured and training requested. . This involves managing staff with conflicting views and/or recovering from the impact of stressful situations.

Commented [HM1]: H&S responsibility can be covered in key results area

11. COMMUNICATIONS AND RELATIONSHIPS

For the effective management of staff and the service the post holder requires a very high level of interpersonal and communication skills, to provide and receive highly complex / highly sensitive /contentious information particularly where there are barriers to understanding such as denial / resistance and to convey information sensitively when it is contradictory to resident/ carer / staff expectations and desires.

Communicate frequently with a range of staff involved in the care and well-being of residents eg. Health and care professionals from within and outwith the Care Home regarding the residents health and wellbeing.

Engage in effective communication with residents, relatives and visitors e.g take a pro-active role in preventing and addressing complaints, communications following a serious incident/critical event.

Act as a resident/ staff advocate through the application of ethical, legal and professional knowledge and skills.

Contribute to a supportive working environment in the interest of staff morale and care.

Communicate regularly with other Care Home managers and develop external professional networks.

Work collaboratively with the Care Inspectorate to ensure delivery of high-quality services which meet the Health and Social Care Standards. Facilitate Care Inspectorate inspections and provide evidence and subsequent action plans following requirements and areas for improvement received following annual inspections.

Communicate via a variety of formats e.g. with senior managers within EHSCP, NHS and CEC to represent their service at local, and national level

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical

- Moving around the Care Home on a frequent basis.
- Sitting for long periods of time inputting at key board and dealing with electronic communication attendances at meetings and interviews

Very occasional

- moving and handling of residents
- moving and handling of equipment
- dispensing medications

Mental

- Balancing conflicting demands on time on a daily basis and dealing with unpredictable interruptions, which may result in a change of activity e.g. re prioritising workload for the day due to a distressed relative
- Periods of prolonged concentration required for analysis of data, writing reports and attending meetings.
- Performing mentally challenging tasks during periods of constant interruption from staff /service users /relatives. (preparing finance reports)
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Emotional

- Managing staffing situations – i.e. staff sickness / conduct / competency issues within the workforce
- Frequent exposure to distressing and emotional situations involving highly sensitive, highly complex and contentious information e.g. dealing with complaints from residents/relatives.
- Occasional exposure to highly distressing situations involving service users, dealing with people with severely challenging behaviour.

Working Conditions and Environment

- Working in the vicinity of uncontained body fluids, foul linen
- Potential exposure to infectious diseases
- Occasional exposure to considerable heat in Care Home e.g. in the event of breakdown in laundry or kitchen, or in exceptional circumstances due to staff shortages.
- Travelling between Care Home sites on a weekly basis.
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13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Degree in Nursing (Registered General Nurse)
- Knowledge of a range of professional approaches to the care of older people with a wide range of physical and mental health conditions
- Significant experience NHS setting with experience of managing a large team.
- Educated SCQF level 11 e.g. masters qualification in Leadership and management or other relevant qualification eg quality improvement
- In-depth knowledge of policy and regulations relating to management and operation of Care Homes
- Experience of budgetary control and staff management
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- Excellent planning and organisational skills
- Experience of managing service improvement and redesign
- Communication and interpersonal skills including negotiation, conflict management, and written and verbal communication skills this will also include working with people with communication difficulties.

Commented [HM2]: Do we want to specify experience working in Care Homes?

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each job holder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

(I confirm that the Job Description accurately reflects the duties and responsibilities of the postholder and does not impact upon any other postholders role)

Date:

