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|------------------------|------------------------------------|
| POST TITLE             | CARE HOME MANAGER                  |
| DIRECTORATE            | HEALTH AND SOCIAL CARE PARTNERSHIP |
| SERVICE                | CARE HOMES                         |
| RESPONSIBLE TO         | SERVICE MANAGER CARE HOMES         |
| NUMBER OF POST HOLDERS | 8                                  |
| ACTING UP/ SECONDMENT  |                                    |

#### **PURPOSE OF JOB**

To take a lead role in the strategic management and development of a range of 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. The postholder will also be the registered manager for the care home.

#### **THE WHAT- MAJOR TASKS/JOB ACTIVITIES**

- Ensuring compliance on a complex set of statutory and regulatory requirements, establishing best practice in meeting the needs of older people in the care home.
- 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.
- 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.
- The postholder will be responsible for applying, developing and communicating a structured quality assurance framework which reflects departmental, regulatory and service user expectations.
- To develop and implement care pathways for a mix of service user needs within the care home in partnership with a range of professionals, service users and carers.

#### **THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION CONTACTS & RELATIONSHIPS, DECISION MAKING)**

- Diploma in Social Work or a Degree in Nursing (Registered Nurse educated to SCQF level 4 in leadership and management e.g. to enable professional registration with SSSC).
- Knowledge of a range of professional approaches to the care of older people with a wide range of physical and mental health conditions.
- The postholder will be required to take a lead role in key areas of service innovations and problem solving in relation to wider departmental and Council issues such as dementia, respite, palliative care, medication, outcomes and contribute to the development of new policies, procedures, guidance and best practice for the whole of older people's residential services

- Excellent people management and organisational skills including negotiation, conflict management, and written and verbal communication skills this will also include working with people with communication difficulties.
- Significant experience in a social care or NHS setting with experience of managing a large team.
- 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.
- As a member of the clinical care governance group for care homes you will provide a level of assurance on the delivery of safe effective person-centred care within the care home.
- 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.
- 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.
- Deputise for Service Manager Care Homes as required at meetings.
- The postholder will oversee all the budgetary, financial and facilities management processes within the establishment.
- 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.
- 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.
- 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 voluntary sectors for specialist support and input for service user's needs.
- The postholder will be expected to work autonomously and be expected to recognise emerging issues and initiate their own response to changing demands without prompt or specific instruction.
- The postholder will be required to advise senior managers up to directorate level on complex issues relating to the care home which may have political or media interest.

#### **ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS AND WORK CONTEXT)**

- 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.
- The postholder is required to respond to emergency situations, including critical incidents involving stress and distressed behaviour from residents.
- 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.

- To be available outside working hours including night working on an exceptional basis to respond to emergencies.
- There may be occasional short periods of substantial effort (20%), including lifting, manual handling and personal care of service users in an emergency or in order to meet the demands of the service.
- Working in an environment with considerable exposure to a range of challenging behaviours, including aggression, noise, verbal abuse from service users who are in a distressed state (up to 20% of time for the role)
- Occasional exposure to considerable heat in Care Home e.g. large kitchen, laundry etc. (10%)
- Exposure to infection.
- 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. This involves managing staff with conflicting views and/or recovering from the impact of stressful situations.

Commented [DF1]: Is this expected of the post holder?

Commented [DF2]: Can you put in a percentage of time for this please

Commented [DF3]: Again can a percentage be put in for how much of the role this would entail?

Commented [DF4]: Percentage of time exposed to these conditions please

#### **SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBER TYPES OF STAFF)**

- The postholder is responsible for the management of a large, multidisciplinary staff group, working across a 24-hour period comprising 50 - 100. employees. This includes Depute Managers (Clinical and Social) Team Leaders, Care Staff (SCW, SCA, RN band 5) (Day and Night), Ancillary staff (domestic, catering, other manual), Business Support.
- Responsible for overseeing the practice of any agency staff, volunteers, students and apprentices in the building on a day-to-day basis

#### **RESOURCES**

- Accountable for all non staff resources (e.g. equipment, furniture, fittings, building, cash) approximately £500,000.
- 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.
- Responsible for ensuring that information and data relating to service users is held and managed securely and in line with legislative and regulatory requirements.

#### **HEALTH AND SAFETY**

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
- Co-operating with management and following instructions, safe systems and procedures.
- Reporting any hazards, damage, or defects immediately to their line manager; and
- Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities 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. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).