

## Job Description

<b>Job Title:</b>	Care Manager
<b>Location:</b>	Surbiton
<b>Reports to:</b>	Home Manager
<b>Responsible for:</b>	Delivering the highest quality care to [General Nursing/Dementia] residents

### **Main purpose of the job**

The Care Manager is accountable for the effective planning and delivery of the highest quality care and service to residents living in the Home, in accordance with the Charity's Care Strategy and Star Qualities & Values.

### **Key responsibilities**

- To lead by example to both direct and indirect reports.
- To be responsible for all aspects of the nursing and care team's practice, ensuring continuous improvement to maintain excellence in resident care, using appropriate tools such as QUIS observations and clinical & wellbeing audits.
- Promote the reputation, culture and ethos of the Charity as a quality provider of excellent care and customer service.
- Manage the nursing, care and support teams including the effective allocation of resources, effective rostering (via the Rostering & Holiday System) and appropriate use of Agency staff.
- Develop the nursing, care and support teams to be high performing through recruitment & selection, probationary periods, supervisions, appraisals and performance management (including proactive management of absence). Identifying and developing those most talented.
- To be responsible for regulatory compliance, clinical governance, risk management and assurance for the assigned houses in accordance with appropriate legislation and guidance stipulated by the CQC, other regulatory bodies and the Charity.
- To promote and ensure compliance with the Charity's policies, practices and guidelines (including, but not limited to; care, people, finance, data protection and health & safety).
- Management of all aspects of resident care; assessment, admission, transition, concerns and conflict resolution in a person centred approach.
- Build effective relationships with families and visiting health professionals to work in partnership to support the resident, creating opportunities to engage in a variety of ways.
- Share best practice with colleagues across the Home to ensure the consistent and collective delivery of excellent care. Encourage a learning culture and growth mind-set amongst colleagues.
- For Dementia: manage the use of DOLS, ensuring any application is appropriately applied in accordance with the Mental Capacity Act, Safeguarding and the Charity's policies.
- Maintain personal professional currency, seeking development opportunities and engaging fully with the learning opportunities provided by the Charity.
- To undertake any reasonable management request.

### **Working Pattern**

Flexible: a mix of mornings, afternoons, evening, nights, office hours and the occasional presence at the weekends as required for staff management.

On call: all senior staff participate in an on-call rota providing professional advice and support to colleagues outside of normal working hours. This may include attending the home if required

### **Our Values**

We are a values based organisation and strive to demonstrate our values in all we do:

<b>With love</b>	We carry out our work with love, showing that we genuinely care for residents, guests and staff
<b>Living positively</b>	We are optimistic in everything we do and support residents & guests in leading happy and fulfilled lives
<b>As a family</b>	We work and live and one team, one family, one community
<b>Standing in their shoes</b>	We show admiration and respect for our residents & guests and never forget what they have done
<b>Care with courage</b>	We are not afraid to what what's right and what is needed

### **Person Specification**

#### Essential behaviours / characteristics:

- Demonstrate warmth and understanding of older people with disabilities and physical care needs and, those living with a dementia drawing on high level of emotional intelligence.
- Act as an advocate for residents and staff, pro-actively seeking solutions to problems
- Excellent communication skills with the ability to engage and inspire at all levels.
- Flexibility of approach and a willingness to innovate and embrace new approaches.
- Sufficient degree of IT literacy to use and champion the use of the Charity's IT systems.

#### Essential experience:

- Proven ability to provide clinical and management supervision to Registered Nurses and Care Staff including continuous improvement of practice and addressing performance issues
- Experience of delivering a person-centred approach
- Demonstrable experience of continuous personal professional development

#### Desirable experience:

- Experience of managing a budget

The Charity reserves the right to update and amend this job description to ensure it accurately reflects the role. This will be agreed in consultation with the job holder and where possible the Charity would hope to achieve mutual agreement to any reasonable changes.

**Job holders full name:**

**Job holders signature of acceptance:**

**Name of manager / HR representative discussed with:**

**Date:**