



The Royal Star & Garter Homes

Job Description

Job title: Home Manager
Reports to: Director of Care & Service Development
Direct reports: Lead Nurses, Hospitality Manager,
Responsible for: Surbiton Home – All staff

Objectives:

1. To **lead and inspire exceptional person-centred care**
2. To be uncompromising in relation to **quality**
3. To promote the Charity's **military ethos**
4. To promote the Charity's Star **Qualities & Star Values**

1. Leadership

The Royal Star & Garter 'way' is to inspire, motivate and encourage.

This means that the Home Manager must be honest and open with themselves to critically evaluate if what is being delivered is everything which is expected of them. If the NMC, the CQC or DCM were to shine a spot light on their leadership, they would need to be confident that the philosophies of care and quality standards could withstand the scrutiny.

Through inspired leadership, staff will be positive and enthusiastic about striving to be the best that they can, and have a real desire to do the right thing, where necessary, making changes to achieve quality and service objectives.

In order to provide leadership, the Home Manager must be accessible to meet residents, relatives and staff. Leadership involves sharing the Charity's Values and Qualities and in being persistent and determined to achieve quality relationships with staff as well as residents and their families.

2. Quality

The Charity is known for its excellent quality care and this is the foundation of our reputation as a quality provider since 1914.

The Home Manager is responsible for having the courage and determination to promote, monitor and maintain the very best care possible and to not accept mediocre attitudes, care or service.

Customer care is an essential element of this and extends to all who come in contact with the Surbiton Home. Quality is measured through a range of Governance activities such as satisfaction surveys, complaint levels, audit and resident meeting feedback.

They are responsible for all areas of care and service delivered to the people who choose to live with us.

A person-centred approach, which links our nursing and dementia care philosophies is an integral element and they are responsible for ensuring the hallmarks of a Royal Star & Garter Home are in place.

3. Military Ethos

The Charity provides care to people who have Served in HM Armed Forces (Army, Royal Navy, Royal Air Force) and, to those who are widowed or married to a person who Served.

The essence of care we provide acknowledges and promotes the rich lived experiences of the people for whom we care, and the HM should have an affinity with what the military represents today, as well as in the past.

This genuine interest, combined with a passion to provide the very best quality care, without compromise, is woven throughout the fabric of each of the Charity's Homes, and is reinforced by the HM.

This is achieved through understanding the significance of the military connection for residents and through seeking ways to maintain and promote this significant cultural bond.

4. Star Qualities & Star Values

The Charity has developed Star Qualities & Star Values which the Home Manager is responsible for promoting and creating the right culture in line with these values.

For example, they must ensure that the Star Values are an essential component of day to day care for those who choose to live with us:

- *Respect*

We acknowledge their rights, dignity and privacy

We appreciate the needs and emotions of each individual and their loved ones

We value and have admiration for residents; for their past, their present and their future

- *Courage*

We seek opportunities to innovate and be leaders in care delivery

We understand the need for a sense of purpose and strive to promote quality of life

We support and enable people to be as independent as possible

We never lose hope

We are unwavering in our determination to provide brilliant care to the military family for generations to come

- *Love*

We provide a warm and loving atmosphere that encourages positive relationships

We love what we do and have a strong bond with the people we care for

We understand the importance of trusting, mutual relationships

It is expected that the HM:

- Selects and motivates staff who are clearly happy, friendly and positive about the work they perform
- Creates an environment where everyone feels acknowledged as valuable individuals and as important team members
- Manages and develops staff to ensure they understand and demonstrate caring relationships with the people they care for – no controlling care
- Is well equipped with enabling items to promote and support quality of life
- Supports a positive, 'can do' culture, which is receptive to innovation and change – a home, not an institution
- Creates and enables staff teams who provide person-centred care – rather than task completion and routine jobs
- Seeks opportunities and engages substantively with the local community
- Places importance on the significance of meaningful occupation for people who live with us

- Expects high standards, demonstrates positive outcomes, and has the ability to combine person-centred and clinical care

Accountabilities and Responsibilities

The following is an indicative, though not an exhaustive range of responsibilities and accountabilities expected of this role:

Monitoring and Compliance:

- Ensure monitoring and compliance of all elements of the *Essential Standards of Quality & Safety - Social Care Act 2008*
- Prepare and be accountable for an annual Operating Plan and Budget for the home
- Ensure the home operates in compliance with the Charity's Policies and Procedures provided by Head Office, those sanctioned for use specifically in Surbiton and relevant H&S regulations
- To ensure that all necessary and requested information is input promptly and accurately into the Charity's ICT systems to facilitate regular reports and statistics

Staff Management:

- To resource, recruit and retain appropriate staff to an agreed level, who possess the relevant attitude, skills, experience and potential and who are committed to delivering care with a person-centred approach and in accordance with our principles for those living with Dementia
- Manage staff rosters, ensuring appropriate skill mix and avoiding use of agency staff
- Ensure that the home's staff meet statutory training requirements
- Manage performance and disciplinary procedures, informing Head Office of each case as it arises to agree a management plan
- Ensure staff have clear objectives and development plans and that performance is regularly reviewed through annual appraisals and supervision
- To act as an ambassador for the Home
- To actively promote the concept of Equality of Opportunity in all day to day activities
- The post requires the highest level of confidentiality

Home Manager - Person Specification

Essential

- A Registered Nurse with experience of managing a care home and excellent clinical skills
- A passion for working with older people
- A commitment to provide the highest quality care
- The ability to grow a person-centred team providing true person-centred care
- High levels of self-awareness and emotional intelligence
- A warm, friendly and person-centred person
- Previous experience of managing a progressive thinking Care Home, or other environment that impacts of the daily living of those who use the service
- A truthful, courageous person
- A person who feels pride in the work they do, for the residents and the Charity
- Being Persistent, energetic and resilient
- Evidence of Continued Professional Development and desire to embrace change and new ways of working
- Holds or demonstrates an ability and commitment to undertake the Registered Manager Award or other suitable management qualification
- Proven experience of setting and delivering effective financial and budgetary management
- Current experience or ability to learn and prepare business/operational plans
- Professional approach and self-awareness
- Effective organisational skills and ability to set and achieve deadlines for self and teams
- Effective mediation and conflict resolution skills

- Can demonstrate the skills and personal ability to manage staff effectively, including supervision, and identification of training/development needs that support the Home's goals and objectives.
- An awareness of current employment legislation and best practice when managing challenging staffing situations.
- The ability to communicate effectively demonstrating positive interpersonal skills, and a high level of written and verbal communication skills that have clarity and meaning for the receiver.

Desirable

- Achievement of the Registered Manager Award or other recognised management qualification
- A valid and up to date driving license
- Specialist Dementia Care background / qualification
- Knowledge and experience of the Care Quality Commission requirements and standards for Homes who are performing to an excellent standard

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.