Isle of Anglesey County Council

Job description / Person specification

Part A

Job title: Residential Care Home Manager

Post number:

Service / Section: Social Services Department

Grade: 7

Overall job purpose

To be the Registered Manager for the Local Authority Care Home.

To promote a caring environment for service users through high standards of professional practice which are conductive to the physical, emotional, social, intellectual and spiritual needs of the individual residents.

To implement the requirements of the Regulation and Inspection of Social Care (Wales) Act 2016 and Social Services and Well-being (Wales) Act 2014.

To provide management and leadership to a team of staff in a designated area and ensure that the services meet the requirements of relevant legislation and guidance. To ensure the work of the service meets the expectations of external bodies. Problem solving and innovative thinking is a key part of this job.

To provide Line Management support to staff and provide a high-quality support service to all residential and day care services for adults.

General: *To comply with the local authority's Corporate Safeguarding Policy and the safeguarding duties and responsibilities which that policy places on every employee, aligning with the core values of the Authority which includes supporting children, adults who may be at risk and their families to keep them safe and healthy.*

In accordance with the Local Authority's Corporate Safeguarding Policy and the Social Care Wales Safeguarding Framework, this role requires the postholder to complete safeguarding training at the appropriate level. All employees must complete ***Group A*** *(mandatory e-learning). In addition, the post holder will need to ensure that they comply with the requirements of the below level of training in accordance to the Safeguarding Training Framework.*

Group B ☒

Group C ☒

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Group D ☐
Group E ☐
Group F ☐

For guidance on above Safeguarding levels, visit: https://socialcare.wales/resources-guidance/safeguarding-list/national-safeguarding-training-learning-and-development-standards

Main duties / responsibilities

Ensure that care and support offered is of a high standard and complies fully with the requirements of the Regulation and Inspection of Social care Act (Wales) 2014.

To undertake the process of registration with the CIW.

To liaise with and co-operate with CIW inspectors including during inspections and other visits.

To respond and act on the findings of the Regulation 73 visit reports and ensure issues identified are addressed.

To produce and make available to service users a Statement of Purpose setting out the aims, objectives, philosophy of care, service and facilities and terms and conditions of the home. To provide a Service User's Guide and make this available for current and prospective service users.

To ensure that all Residents are assessed prior to admission, evidencing that their needs can be met at the home and that emergency admissions be assessed within 24 hours. To write a letter to the prospective service user confirming this.

To demonstrate the Home's capacity to meet the assessed needs (including specialist needs) of all individuals admitted to the Home. To ensure that prospective Residents are invited to visit the Home and stay in the home on a trial basis.

To ensure that all Residents have a plan of care which are "Person Centred" and that each individual and their representatives have been involved in drawing up their personal plans following full assessment.

To ensure systems are in place to review Resident's needs monthly and formally on a three-monthly basis with the individual Resident and or their representative.

To ensure that quality service standards and performance measures are adhered to.

Carry out quality assurance monitoring activities, in line with agreed framework, and prepare summary analysis of performance.

To maintain and ensure adherence to policies relating to the ordering, receipt, recording, storage, handling, administration and disposal of medicines.

To be responsible for the monitoring of day-to-day expenditure within the pre-determine budgets as prescribed by the Service Manager.

To undertake financial audits as required.

To ensure that all services work in accordance with Health & Safety guidance.

To investigate all complaints from Residents and their representative, take appropriate action and report to the Service Manager/CIW.

To undertake responsibility for responding in accordance with Safeguarding procedures when such situations arise.

To undertake responsibility for reporting significant incidents under the provision of Regulation 60 to the CIW.

Undertake tasks/projects as directed to increase efficiency and effectiveness of service.

Assist with the preparation of business plans and service improvement plans.

A shared responsibility for the development of policies and procedures - to contribute towards the annual review of all policies and procedures relevant to the management of the home.

To ensure fire drills and fire testing are carried out and recorded within timeline.

To ensure that safe working practices are being demonstrated at all times.

To ensure that the Safeguarding Policy is adhered to, to protect and safeguard vulnerable people.

To ensure that records of all financial transaction are maintained.

To monitor financial procedures in the Home.

Ensure efficient use of resources through adequate monitoring and control mechanisms and ensure cost effectiveness of interventions.

To work with other professional colleagues to ensure the Resident's best interests are identified and plans established to meet them.

To ensure that service user's rights are respected at all times and in line with the Human Rights Act and Mental Capacity Act 2005 and ensuring Deprivation of Liberty (DOL) guidelines are always followed.

To gain views from all Residents, their families and / or representatives to determine where improvements can be made.

To ensure that recruitment and selection procedures are adhered to including DBS and other vetting procedures.

To assist with the recruitment and selection of staff.

To monitor, record and authorise annual leave and monitor sickness absence.

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To ensure that the sickness policy is adhered to and to be actively involved in sickness panels.

To be responsible for the health and safety of staff, Residents and all visitors to the Home. Ensuring that relevant risk assessments are undertaken and reviewed as required.

To maintain good communication system to include handovers and staff meetings.

To provide leadership, guidance and management to staff.

To create a positive and supportive culture within the staff team.

To show concern for staff welfare, offering support at times of stress or illness, passing work when appropriate.

To have an overall responsibility for a balanced and efficient staffing rota.

To ensure staffing levels and skill mix are consistent with the service user's needs and the Home's occupancy.

To ensure that staff meet the statutory and mandatory training requirements.

To support staff to access E-learning training

To provide a sound induction process for all new staff

To support new recruit to successfully complete the All-Wales Induction Programme within their 6-month probation period.

To undertake meaningful 1:1 supervision for all staff on a bi monthly basis and annual performance review.

Ensure that all staff are registered with Social Care Wales.

To encourage and support staff to excel in their career and provide opportunities for further development.

To chair monthly team meetings.

To communicate a clear sense of direction and leadership, which staff and residents understand and are able to relate to the aim and purpose of the Home.

To regularly attend Management Meetings.

To undertake the role of Dignity in Care Champion and promote the ethos of Dignity in Care within the home.

To attend training opportunities as identified by the employer.

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To respond to any request by the employer to manage (either temporarily or permanently) other Care Homes owned by the Head of Service, Adult Service.

To respond to any reasonable request presented by the Head of Service, Adult Service.

Person specification

Education and training **The minimum educational requirements / Professional or vocational qualifications for this post:**	**Essential (E)** **Desirable (D)**
1. NVQ Level IV in Care Management or QCF Level 5 Leadership & Management or one of the following: • Degree in Social work, Nursing or Occupational Therapy and Postgraduate Certificate in Managing Practice Quality in Social Care or a Generic Management Qualification on condition that: ➢ It is set at a minimum of Level 3 ➢ It has a minimum of 37 credits or willing to work towards / complete a management qualification within 12 months	E
2. City and Guilds Level 4 preparing for Leadership and Management in Health & Social Care and a willingness to work towards / complete QCF Level 5 Leadership & management	E

Any specific training required for the post including certification:	**Essential (E)** **Desirable (D)**
1.Good IT Skills	E
2.Leadership skills	E
3.Commitment to quality, excellence and high standard.	E

Key competence requirements **Job related knowledge:**	**Essential (E)** **Desirable (D)**
1.Experience in managing a Care Home within the standards as defined in the National Minimum Standards for Care Homes for Older People.	E
2.Experience in working in a multi-disciplinary environment.	E
3.Experience in managing, supporting, motivating and developing staff.	E
4.Experience of supervising and appraising staff.	E
5.Experience of managing budgets	E

Specific skills:	Essential (E) Desirable (D)
1.Self motivated	E
2.Adaptable and resilient to work under pressure from time to time.	E
3.Ability to negotiate with a wide range of people including professionals and relatives.	E
4.Has a focus on meeting targets and on continuous improvement	E
5.Possesses leadership skills and able to vary style according to individual and situational needs.	D
6.Treat people with respect and dignity.	D
7.Possesses openness, honesty and integrity.	D
8.Actively promotes equal opportunities and accepts diversity.	D
9.Ability to successfully lead a team.	D
10.Good team player.	D

Personal Attributes:	Essential (E) Desirable (D)
1. Have a calm approach under pressure and the ability to deal with emergencies in a way that gives confidence to those involved.	E
2.Keen and enthusiastic.	E
3.Positive attitudes towards service users and colleagues.	E
Personal Circumstances	
1.Possession of a current driving licence / car driver essential	E
2. Clean DBS	E
3. Must be Registered with Social Care Wales	E

Position in the organisation

Reports to: Service Manager

Staff supervised: All Care and Ancillary Staff within the home

Working arrangements and conditions

Working week: Any 5 days out of 7. Monday to Sunday to include evenings, nights and weekends, some flexibility of hours to meet specific work demands

Identified work base: Anglesey

Contracted hours: 37 hours

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Language requirements

Welsh language skills (please see the skills framework attached)

Skill	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
Listening (Tick one)	☐	☐	☐	☒	☐	☐
Reading (Tick one)	☐	☐	☐	☒	☐	☐
Speaking (Tick one)	☐	☐	☐	☐	☒	☐
Writing (Tick one)	☐	☐	☐	☐	☒	☐

English language skills (please see the skills framework attached)

Skill	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
Listening (Tick one)	☐	☐	☐	☐	☐	☒
Reading (Tick one)	☐	☐	☐	☐	☐	☒
Speaking (Tick one)	☐	☐	☐	☐	☐	☒
Writing (Tick one)	☐	☐	☐	☐	☐	☒

Flexibility

Your attention is drawn to the fact that in some cases particular duties and responsibilities are difficult to define and may vary from time to time without changing the general character of the duties and level of responsibilities entailed. In addition, it is a requirement of all employees that they accept elements of flexibility in duties and responsibilities and when necessary, interchange within the organisation which will meet the changing needs and demands of the service. Such a requirement will enable the expertise of the post-holder to be developed and maximised to the mutual benefit of both employer and employee.

Date of preparation of this job description document: June 2021

Part B

Part A and Part B need to be completed fully for job evaluation assessment

Further knowledge, skills and competencies required for job evaluation assessment (can also be assessed during interview):

Financial resources

Level: A, B or C

Indicative value: £450,000

Physical resources

Description	Value
Land and buildings – Number/area	£N/A
Plant/Vehicles/Equipment – Number	£N/A
Information systems – Number/volume	£N/A

Delegation

Demands within the job

Element	Demands
Physical demands:	Tasks are normally undertaken mainly in a sedentary position, and allow for considerable flexibility of movement. There may be limited requirement for standing, walking, bending or stretching; or an occasional need to lift or carry items.
Mental demands:	The post holder will need to manage high levels of work related pressures and competing demands. The post holder will need to make frequent and regular decisions and consequently overall performance is directly attributable to those decisions. The post will require resilience and problem solving skills.

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Element	Demands
Emotional demands:	The job involves contact with, or work for, people, which through their circumstances or behaviour places regular significant emotional demands on the job. The post requires management of competing demands and high level of sensitivity to develop effective working relationships. The post holder must have excellent communication and interpersonal skills - to work with people, and be able to lead and manage.

Normal work location

- ☐ Normally office based
- ☐ Office based but with some site/home/meeting visits
- ☒ Role involves substantial travelling with occasional visits to identified work base

Business travel

- ☐ No business travel
- ☒ Some business travel. Postholder may be called upon to provide own vehicle
- ☐ Some business travel. Council vehicle may be provided to postholder
- ☐ Postholder employed as driver/required to operate specialist machinery

Exposure to disagreeable working conditions

Environmental:

- ☐ Minimal/Normal office environment
- ☒ Some
- ☐ Significant

Aggressive/Difficult clients:

- ☐ Minimal
- ☒ Some
- ☐ Significant

Other conditions

DBS check required:

- ☒ Enhanced
- ☐ Standard
- ☐ Basic
- ☐ Not applicable

Work flexibilities/Restrictions

Politically restricted post:

- ☐ Yes
- ☒ No

Home/Mobile phone provided:

- ☒ Yes
- ☐ No

Protective clothing provided:

- ☒ Yes
- ☐ No

Language skills – Workplace assessment levels

(i) Listening

Level	Definition
0	No skills
1	Able to understand basic enquiries in Welsh /English
2	Able to understand a basic social conversation in Welsh / English
3	Able to follow routine conversations involving work between fluent Welsh / English speakers
4	Able to follow the majority of conversations involving work including group discussions
5	Able to understand all conversations involving work

(ii) Reading

Level	Definition
0	No skills
1	Able to read basic words and phrases, e.g. signs or short and simple notes
2	Able to read basic material involving work (slowly)
3	Able to read routine material with a dictionary
4	Able to read the majority of material in own area
5	Able to understand all material involving work

(iii) Speaking

Level	Definition
0	No skills
1	Able to conduct a general conversation [greetings, names, saying, placenames]
2	Able to answer simple enquiries involving work
3	Able to converse with someone else, with some hesitancy, regarding routine work issues
4	Able to speak the language in the majority of situations using some Welsh / English words
5	Fluent – able to conduct a conversation and answer questions, for an extended period of time where necessary

(iv) Writing

Level	Definition
0	No skills
1	Able to write basic messages
2	Able to answer simple correspondence with assistance
3	Able to draft routine text, with editing assistance
4	Able to prepare the majority of written material related to the area, with some assistance in terms of revision
5	Skilled – able to compete written work without the need for revision

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