



JOB DESCRIPTION & PERSON SPECIFICATION REGISTERED CARE HOME MANAGER

LOCATION:	Within the residential care establishments of Gofal Cymru Care Ltd (GCCL) In Cardiff & The Vale of Glamorgan
RESPONSIBLE TO:	Quality Director / Responsible Individual
SALARY:	TBA
HOURS:	Full time 40 hours each week generally over Monday to Friday although flexibility is essential with some shifts patterns and weekends. There will also be a requirement for on-call duties, on a rota basis, for which an extra payment will be made.

We are looking for an enthusiastic, motivated, energetic and flexible care manager primarily for one or more care homes in the Cardiff area. We provide a support led service to individuals age 15 and over with complex care needs including learning disabilities and/or mental health needs across several small care homes in Cardiff and Barry. We promote a “can do” approach that seeks to enable individuals to achieve their full potential and promote their wellbeing, decision making and lifestyle choices.

As a manager you will work as part of a team ensuring the smooth running of our care homes on a day to day basis whilst working across the company with other managers, team leaders and Directors to ensure our policies, procedures and best practice is implemented throughout our organisation. Furthermore that these are up to date and safe, in line with legislation, and place the individuals we support at the centre of everything we do.

The successful candidate will hold a QCF level 5 in Leadership for Health & Social Care Services (or equivalent qualification) as recognised by Social Care Wales to meet the standards required to register as a care home manager.

You will need to have previous experience of working with individuals with a learning disability and/or mental health needs and also have experience of working with individuals who may exhibit behaviours that challenge. You will also have experience of dealing with those who are under the age of 18 and be familiar with children’s safeguarding procedures and best practice working. The successful candidate will also need to be a driver holding a full, valid UK driving licence with access to their own vehicle.

MAIN OBJECTIVES OF THE POST

- Ensure delivery of high quality care in accordance with individuals’ holistic needs and multi-disciplinary team’s decisions and recognised best practice, implementing improvements where identified. Facilitate and enable the development and delivery of consistently safe, evidence based care practices for the welfare and benefit of both the individuals we support and our staff team.
- Liaise and develop professional working relationships and partnerships with individuals’ family members, health care professionals and other stakeholders to ensure care excellence delivery and well-being of those in our care.
- Take responsibility for the implementation and monitoring of the company’s policies and procedures in line with relevant legislation including meeting/exceeding the standards set out by the “Social Services & Well Being Act (Wales) 2014, the “Regulation and Inspection of Social Care Act (2016)” and any subsequent updates.

- Provide the best possible support and safeguard all individuals in our care. Follow any relevant policies/procedures and protocols both within the company and relevant external agencies to ensure that individuals within our service are safe. Implement any Adult/Child Protection procedures in accordance with the All-Wales safeguarding policies and any other relevant accompanying legislation.
- Participate in the development of GCCL's policies & procedures and undertake internal audits to ensure high standards are maintained, developing and implementing any resulting remedial action plans.
- Play a leading part in ensuring the ongoing financial viability of the service, providing an excellent care service whilst working within internal budgets. This includes responsibility for maintenance of the property and ensuring it complies with all Health & Safety requirements, delegating day to day duties as necessary.
- Support and safeguard Individuals with their personal financial arrangements, maintaining confidentiality and ensuring that any financial transaction is recorded. Supervise petty cash expenditure.
- Help ensure maximum occupancy of the service, contributing to the marketing and pre admission assessment of prospective individuals in accordance with the agreed referral and assessment process.
- Contribute to the overall company policy, direction and methods of working by taking active part in company strategy days, regular managers' meetings and other events and sharing good practice and ideas.
- Promote GCCL vision, mission and culture internally and externally and act in a professional manner at all time representing and promoting a positive image of the company at all times.
- Mentor staff, providing clear and consistent leadership, direction, guidance and professional advice. Co-ordinate training needs of staff in conjunction with the HR department.
- Work alongside the recruitment team to ensure there are sufficient and competent staff to meet the needs of the service and individuals within our care. Undertake recruitment processes, interviews, staff supervisions, appraisals, back to work interviews, performance management and disciplinary procedures as necessary. Actively monitor absence levels and implement sickness management policies to reduce overall staff absence.
- Take overall responsibility for ensuring staff rotas are produced in a timely fashion and there are sufficient and competent staff available at all times with the correct skills, gender mix and experience for supporting our individuals and their planned activities.
- Be accountable for care service delivery plans and corresponding documentation, making sure care plans, management plans, risk assessments and other relevant paperwork are all in place and reviewed as required at the recommended / prescribed frequencies.
- Monitor and record patterns of behaviour, identify triggers and patterns and implement proactive positive behavioural support responses to manage and reduce behaviours.
- Maintain up to date knowledge of learning disability and mental health and care practices as part of ongoing continuous professional development.
- Liaise with the Registered Responsible Individual and other members of the corporate team as appropriate providing regular reports about key areas of performance e.g. quality and finance.
- Take overall responsibility for ensuring accidents and incidents are documented and reported in line with policy and regulations and that complaints are dealt with in a timely and sensitive manner.

- Ensure correct ordering, auditing and storing of medication and COSHH products in accordance with GCCL policies and procedures, delegating duties as appropriate.

This is not an exhaustive list of duties and responsibilities, and the post holder will be required to undertake other duties which fall within the grade of the job, as per the needs of the service and organisation. Registered Managers are also expected to have some input with day to day hands-on care.

This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder. The post holder is expected to comply with all relevant organisational policies, procedures and guidelines.

Benefits

- Competitive Salary Package
- Extensive training programme
- Support for Personal Development Plan
- Free Meals when on duty
- Contributory Pension Scheme (up to 5%)
- 28 days holiday per annum (includes bank holidays) increments after 2 years service.

This position is subject to an enhanced DBS Disclosure which will be completed upon successful application.

EQUAL OPPORTUNITIES STATEMENT

It is the aim of Gofal Cymru Care Ltd to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, race, colour, religion, marital status, sexuality, age or disability and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. We expect all employees to comply with Gofal Cymru Care Ltd's equal opportunities policy.

(See next page for full person specification / selection criteria against which applicants will be assessed.)

PERSON SPECIFICATION			
CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
TRAINING AND QUALIFICATIONS	<ul style="list-style-type: none"> • QCF L5 in Leadership for Health & Social Care Services or equivalent qualification as recognised by Social Care Wales to meet the standard required to register as a care home manager. • Appropriate training with regard to children's care services. 	<ul style="list-style-type: none"> • QCF level 2/3 Assessor • Training qualification or willingness to obtain one. • PBS/PBM Trainer 	Application Form / Certificates / References
EXPERIENCE	<ul style="list-style-type: none"> • Proven management experience within a relevant care setting. (Deputy Manager / Senior Team Leader) • Proven experience of working with people with complex needs, including learning disabilities, autism, and/or mental health problems. Including individuals who are under the age of 18. • Experience of dealing with health care professionals and external agencies. 	<ul style="list-style-type: none"> • Understanding of internal audit process in relation to medication, individuals' care, HR compliance, etc. • Implementation of research based practice 	Application Form / Interview / References
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> • Basic knowledge of new regulations and regulatory system. (RISCA) • Excellent written and oral communication skills with the ability to communicate with individuals, staff and stakeholders confidently. • Working knowledge of the Mental Capacity Act, DOLS, Safeguarding, and other relevant legislation. • Good organisational skills and the ability to use own initiative. • Demonstrable motivational, mentoring and leadership skills. • Good IT skills, able to use all basic programmes – outlook, excel, word. 	<ul style="list-style-type: none"> • Level 3 Safeguarding 	Application Form / Interview / References
OTHER FACTORS	<ul style="list-style-type: none"> • Physically fit to meet demands of the post • Driving Licence and access to own vehicle • Ability to work flexibly to meet the demands of the service. • Enthusiastic and self-motivated. • Ability to take responsibility for problems and accountability for actions 		Application Form / Interview / Driving Licence