



## South Devon Rural Housing Association

### JOB DESCRIPTION

<b>Job Title</b>	Registered Care Manager, Forder Lane House Care Home
<b>Responsible to</b>	Operations Director
<b>Responsible for</b>	Deputy Manager, 2 x Senior Carers, Care Staff, Housekeeping and kitchen staff

#### Introduction

South Devon Rural Housing Association (SDR) was established in 1958 as Dartington Housing Association. Evolving over 60 years into a strong, community-based organisation, it has sound working links with local communities and an enviable reputation in South Devon for its quality housing and services.

We see ourselves very much at the heart of our communities, offering a uniquely personal and caring service to our residents. Our role as a 'niche' provider enables us to get involved in housing activities that may not be of interest to others, often in partnership with local authorities.

Forder Lane House is a small residential care home, with 25 well appointed en-suite rooms, set in its own grounds in the lovely Devon village of Dartington. We aim to provide quality services at the home which meet or exceed the needs of our residents and provide a safe, stimulating environment. We treat people with dignity and respect, delivering person centred care and support.

#### Purpose of Job

As our Registered Care Manager you will be responsible for the operational day-to-day management of Forder Lane House Care Home, ensuring its continued compliance with relevant legislation and CQC regulations and providing a high quality, needs led service focused on delivering person centred care.

#### Key Responsibilities

#### Leadership and Management

1. Lead by example and develop a positive working environment for all staff employed at Forder Lane House. You will need to be a visible leader in the home supporting the operation of a twenty four hour business.
2. Provide regular supervision meetings for staff to support their development and in line with SDR Policies and Procedures.

3. Ensure excellent working relationships are built and maintained between staff, residents and family members
4. Ensure staff attend all mandatory and refresher training as well as sourcing any additional training as identified as essential to the safe running of the home and bringing this to the attention of the Operations Director
5. Where necessary ensure that all disciplinary and grievance procedures are carried out in line with SDR policy and statutory requirements.
6. Provide regular on call cover
7. Ensure staff adhere to SDR policies and procedures contained in the Staff Handbook.

### **Quality Management**

8. Ensure robust governance by undertake monthly Quality Audits to ensure a continuously improving service is provided.
9. Maintain high standards of care, ensuring legal, regulatory and best practice requirements are followed.
10. Ensure dynamic resident Care Plans are in place that are continually reviewed and updated.
11. Ensure the mental health and wellbeing of the residents under the Mental Capacity Act and Deprivation of Liberty standards are met.
12. Strive to achieve the best possible care rating and other external recognition of quality

### **Financial**

13. Support the financial effectiveness of the home by ensuring the home operates within budget through effective use of resources and in line with SDR policy and procedure.
14. Report any financial discrepancies to the Finance Director.
15. Ensure staff work and comply with financial systems in line with SDR policies, procedures and financial regulations

### **Service Delivery**

16. Ensure the delivery of quality care and support in line with residents' needs and wishes and develop the service to enhance their quality of life.
17. Be a positive advocate for Forder Lane House. Communicate professionally and warmly with visitors including family, friends and other external stakeholders.

### **Health and Safety**

18. Ensure the Home complies with all H&S regulations and guidance.
19. Continually evaluate risks to residents and work to protect them from threats to their health and wellbeing.
20. Complete risk assessments for staff, the home and residents where required.
21. Ensure all safeguards are in place and respond in a timely open and transparent manner to any safeguarding concerns that are raised, and escalate accordingly.
22. Ensure the home is kept clean and hygienic throughout.

### **Equality and Diversity**

23. Ensure equality in the workplace.
24. Ensure that the individual needs and wants of home residents are respected.

### **General**

25. Act as an ambassador for Forder Lane House and SDR representing the Company where necessary at events and meetings
26. Undertake ongoing continued professional development
27. Uphold the values and ethos of the Company
28. Undertake such duties and responsibilities reasonable consistent with the role as many be required from time to time by the Operations Director.

These duties are not exhaustive. Job holders may be asked to undertake other responsibilities, within their spheres of responsibility and competence.



**PERSON SPECIFICATION**

**Registered Care Manager, Forder Lane House Care Home**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>EXPERIENCE</b>	Experience of managing residential or nursing homes for the elderly Minimum of 2 years in a Care Home Manager or Deputy Manager position in a care setting Experience of writing risk assessments and care plans Experience in staff management and coaching	
<b>KNOWLEDGE</b>	Demonstrable knowledge of CQC Key Lines of Enquiry and proven track record in achieving compliance with them.  Be forward thinking and up to date with current practices and have a desire to maintain excellent clinical and industry knowledge.	
<b>SKILL AND ABILITIES</b>	Good written and verbal communication skills, including writing clear and concise maintenance and performance reports. Able to work independently and responsibly and have a positive and flexible attitude and adopt a person centred ethos, exhibiting empathy and a desire to make a difference A strong commitment to customer service. Sound IT including Word, Excel and data input. Strong leadership and management qualities Good negotiating skills Budget management skills Ability to work to deadlines	Personal commitment to continuous self development and service improvement. Ability to work with vulnerable people. Ability to work unsocial hours as per the needs of the service
<b>QUALIFICATIONS</b>	Minimum Level 5 in management and leadership for health and social care or equivalent	
<b>OTHER</b>	Be a fit and proper person to fulfil CQC requirements for a Registered Care Manager	Full driving licence and car owner.