** JOB DESCRIPTION**

**Post Title: Registered Home Manager**

**Job Summary**

To be responsible for the management of Rockdale House Care Home: to have oversight of every area of the operation, to deliver high quality care, and to promote an open and friendly culture within the home for residents and staff.

**Accountable to:** Chief Executive

**Line Managed by:** Chief Executive

**Responsible for:** Deputy Manager, Head of Care, Senior Care staff and RSW’s, Catering and Housekeeping Team Leader, Housekeeping and Catering staff, Activities Co-Ordinators.

**Person Specification**

|  |  |  |
| --- | --- | --- |
| Person Specification Criteria | Essential | Desirable |
| **Education and Training** |  |  |
| 5 GCSE equivalent or above | √ |  |
| Level 5 Health & Social Care Qualification | √ |  |
| Level 5 Leadership Qualification, CMS, DMS, MBA  Nursing Qualification | √ | √ |
| Business Qualification |  | √ |
| **Experience** |  |  |
| 3 years’ Care Home Management experience  3 years’ Health & Social Care experience | √  √ |  |
| A good understanding of current regulatory requirements | √ |  |
| A good understanding of QA framework/risk management practices  A good understanding of HR legislation and practices  A good understanding of Marketing  A good understanding of Health and Safety legislation  Experience of budget management | √  √  √ | √  √ |
| **IT Skills** | √ |  |
| Excellent MS Office skills (Word, Excel, Outlook) |  |  |
| **Skills and Abilities** |  |  |
| Ability to conduct safeguarding investigations/meetings | √ |  |
| Respond to complaints implementing lessons learnt | √ |  |
| Recording information for reporting purposes  Conduct audits, analyse results and report findings to the Director and Board  To register as the Home Manager with CQC | √  √  √ |  |
| **Leadership** |  |  |
| Have strong and effective communication  Lead by example | √  √ |  |
| Be honest and accountable | √ |  |
| Ability to use own initiative, solve problems and develop staff  Ability to motivate staff  Have a professional attitude  Practice open and collaborative management | √  √  √  √ |  |

**Key Responsibilities**

To take overall responsibility for the welfare of the residents; to provide them with a relaxed, homely environment where their physical and emotional wellbeing is everyone’s first priority.

To ensure that the catering team produce good quality, nutritious meals, and snacks when required, suitable for each resident’s dietary choice and medical requirements.

To be responsible for admissions to Rockdale House, ensuring that detailed assessments are made before admission, and that new residents are welcomed and helped to settle in.

To ensure that staff are valued, and receive consistent, fair management and appropriate training; to be responsible for staff recruitment; to ensure that Rockdale House is staffed adequately at all times.

To ensure that Rockdale House always looks welcoming and well cared for: to ensure the laundry and cleaning is carried out to a high standard; to liaise with the Head of Maintenance regarding planned maintenance projects; to replace furnishings, furniture and equipment as it becomes unserviceable.

To be a member of the senior management team of the Association, regularly reporting to the Board of Trustees, and attending senior management staff meetings. To contribute to drafting the Association’s annual Business Plan and budget for approval by the Board of Trustees, and to operate Rockdale House within the budget constraints.

To maintain and update Rockdale House policies and procedures and ensure they are implemented.

To appreciate that Rockdale is a charity, and be committed to its Mission and Objectives.

To ensure that Rockdale House meets the complex range of regulatory and statutory requirements, including: Care Quality Commission regulations; Health and Safety legislation; the Safeguarding process; Deprivation of Liberty Safeguards; fire safety measures; risk assessments; Control of Substances Hazardous to Health.

**TERMS AND CONDITIONS OF EMPLOYMENT-** A separate contract gives full details

**Competency Framework**

The competence framework sets out skills, knowledge and behaviours in four main competence areas, providing a means to assess performance of the above duties and responsibilities.

|  |  |  |
| --- | --- | --- |
| Competence | Description | Behaviours |
| Communicating effectively, internally and externally | Engaging in written and oral communication that is clear, transparent, and responsive to the needs, experience and understanding of diverse audiences. | Communicate using appropriate styles, methods and timing to maximise understanding, impact and inclusiveness.  Actively seek information from others to understand their needs and encourage them to access relevant information that will help them use services more effectively. |
| Working as a team | Working effectively with colleagues and using the diversity of the team to create a working environment which helps to achieve optimum performance and success. | Proactively contribute to the work of the whole team.  Actively seek input from a diverse range of people.  Be open to taking on different roles |
| Developing skills and knowledge | Keeping up to date with new processes and information in our individual role, seeking opportunities to develop, and taking responsibility for own individual personal development | Identify own skills and knowledge gaps to inform own development and discuss these with line manager  Recognise and take time to achieve own learning and development objectives. |
| Delivering effective performance | Delivering timely performance with energy, taking responsibility and accountability for quality outcomes, and dealing with challenges in a responsive and constructive way | Focus on providing the right solution and keep relevant parties up to date on progress.  Take responsibility for the quality of own work and keep line manager informed of how work is progressing.  Take ownership of problems, remaining positive and focused on achieving outcomes despite setbacks. |