** JOB DESCRIPTION**

**Head of Care**

**Job Summary**

As a member of the senior management team the Head of Care will coordinate and lead on the care and clinical management of residents in the home. Directly delivering clinical services ensuring compliance with statutory regulations, current legislation and meets quality standards

The role must be responsive to residents’ ever-changing needs and those required of the home in order to provide exceptional standards of care. Acting as the Association’s ambassador, to lead, promote and maintain high standards of care to residents and to safeguard the health and wellbeing of the residents in the home.

It is important that this role upholds the Rockdale Housing Association policies and procedures, undertakes audits and ensures learning is robustly implemented and embedded in to every day practice.

The Head of Care participates in the manager on call rota and may be required to cover care shifts as a result of staff sickness or holiday.

**Accountable to & Line Managed by**: Home Manager

**Responsible for:** All care staff

**Person Specification**

|  |  |
| --- | --- |
| Person Specification Criteria |  |
| **Education and Training**  A relevant professional qualification, such as management or leadership or significant experience in supporting older people  Relevant continuous professional development  Relevant degree/diploma e.g. Care of Older People  Registered Nurse Qualification | Essential  Essential  Desirable  Essential |
| **Knowledge, Training & Experience** |  |
| Significant understanding and knowledge of the broad range of issues affecting older people  Minimum 3 years full-time or equivalent senior level operational management, experience in a regulated environment e.g. care related services  Possess a detailed understanding of care service issues including the legislative framework and clinical governance  Experience of building, motivating and leading teams | Essential  Essential  Essential  Essential |
|  |  |
| An understanding of current regulatory requirements  A commitment to provide high quality care standards for older people. To promote equal opportunities and non-discriminatory practice  Ability to liaise with other care professionals, management and supervision of care staff, assisting with care team rota’s, training and communication skills  Promote good relations with residents, families and volunteers. Ability to build supportive care teams, recognising and valuing individual skills | Essential  Essential  Essential  Essential |
| **Skills and Abilities** |  |
| Strong commitment to Rockdale’s mission and objectives  Excellent communication skills at all levels  Self-motivated and able to work independently  Able to plan, priorities and deliver to tight timescales, responding flexibly and effectively under pressure  Understanding of the Care Standards Act and an understanding of responsibilities under Health and Safety Act, Infection Control, Risk Assessment, Assessment, Care Planning and Reviews | Essential  Essential  Essential  Essential |
| **Leadership**  Strong, effective communication  Lead by example  Honest and accountable  Ability to use own initiative and problem solve  Ability to motivate and develop staff  Have a professional attitude  Open and collaborative management | Essential  Essential  Essential  Essential  Essential  Essential  Essential |

**Key Responsibilities**

* Undertake the initial assessment of residents in line with policies and procedures. From this assessment develop a person-centred care plan with the resident that is person-centred, realistic and achievable.
* Responsible for the implementation of effective clinical interventions ensuring, care and treatment are in accordance with the Associations policies & procedures and aligned to best practice
* Supervise and participate in the delivery of care to the resident in line with the care plan. Anticipates the needs of the residents, monitor the effectiveness of the care plan, making changes as necessary, ensuring that the plan reflects changing circumstances and current objectives.
* Ensure that all resident’s care plans and records are maintained and reviewed in line with Care Homes regulations,
* Act as a key communicator on resident care matters (including any change in condition, concerns, requests etc) to the resident or to the friends/relatives/advocates of the resident, or to the other members of the care team.
* Promote the inclusion of the resident in all social and recreational activities designed to enhance, stimulate, develop and maintain the highest quality of life and enjoyment within the home and actively promote and support inclusion with in the local community according to their interests and wishes.
* Ensure that all medications, including controlled drugs are administered, recorded, maintained and replenished at all times consistent with the Associations written policies and procedures and in line with NMC guidance on drug administration.
* Leads on quality assurance for all medication systems and processes including ensuring any errors or omissions are detected and reported in a timely manner and remedial actions taken
* To be responsible for the notification of accidents or incidents in the home with the relevant statutory bodies
* To promote, monitor and implement standards for resident care with in the home, evaluating through clinical governance and audit.
* Directing colleagues to ensure residents needs are met including social, emotional and physical enabling them life to the fullest.

**Leadership**

* To work with the Home Manager/Deputy Manager in recruitment and selection of appropriately trained staff.
* Participate in the induction and mentoring of new staff to the home and their duties. After familiarisation of their duties and responsibilities, supervise and co-ordinate staff to ensure that their jobs are prioritised and performed in a diligent, caring appropriate and attentive manner at all times.
* Assist the Home Manager/Deputy Manager to ensure that formal supervision of all care staff takes place on a basis in accordance with personnel policies.
* Where necessary, provide support, advice and counsel to staff, being particularly supportive at times of severe emotional need or stress.
* To identify training and development needs of the staff group and ensure that all staff attend training as per the training matrix.
* To participate in all staff meetings to support the Home Manager in all decisions that will enhance the quality of care with in the home.
* Where necessary, instigate and/or participate in the disciplinary process where conduct, attitude or quality of work are inconsistent with goals and objectives of the home.

**Professional development**

* Accept responsibility for developing own knowledge and skills, promoting the concept of life-long learning. To ensure that own training and development needs are identified and recorded.
* To keep up to date with the National Minimum Care standards and code of professional conduct, putting these in to practice in the home
* Take responsibility for personal development by keeping abreast of developments in the field of caring for older people

**Additional requirements**

* Take responsibility for the safeguarding of adults, and follow the Association’s whistle blowing policy as required.
* To ensure statutory legislation is adhered to throughout the home, in particular the relating to health and hygiene regulations, Fire precautions and Equal opportunity.
* To be responsible for your own health and safety and that of anybody else who may be affected by your acts or omissions.
* Ensure that confidentiality is maintained at all times.
* Ensure familiarity with the homes policies and procedures

This job description outlines the main duties and responsibilities of the post, it is not intended to be an exhaustive list.

**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.

|  |  |  |
| --- | --- | --- |
|  | 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. |