



JOB DESCRIPTION

Head of Care

Job Summary

The Head of Care will coordinate and lead on the care and management of care staff and residents in the home. Directly delivering services ensuring compliance with statutory regulations, current legislation and meeting quality standards 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.

Accountable to & Line Managed by: Registered Home Manager

Responsible for: All care staff

Person Specification

Person Specification Criteria	Essential	Desirable
<p>Education and Qualifications</p> <p>NVQ Level 4 in Health & Social Care</p> <p>Certificate in Leadership Studies (or equivalent)</p> <p>Registered qualification in teaching and assessing</p>	<p>√</p> <p>√</p>	<p>√</p>
<p>Experience</p> <p>At least 2-3 years' experience in a management or Leadership role within the Health & Social care sector</p> <p>Experience of leading, motivating and managing a care team</p> <p>Dealing effectively with resident and family member concerns or queries</p> <p>Specialist knowledge and understanding of the needs and care of older people and issues which affect them</p> <p>Good knowledge of person-centred care</p> <p>Experience and in depth knowledge of managing and administering medications</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	

<p>IT Skills</p> <p>Confidence and competent in using a wide range of IT programmes and packages including MS</p>	√	
<p>Skills and Abilities</p> <p>Experience of developing and maintaining internal and external relationships to achieve organisational goals</p> <p>Excellent written and verbal communication skills</p> <p>Effective people management and leadership skills</p> <p>A high level of interpersonal skills and the ability to work effectively with a range of different people</p> <p>To be able to mentor, coach, and lead by example</p> <p>Be well organised and reliable in approach to work</p> <p>Have in depth knowledge of safeguarding adults as risk and health and safety requirements related to running a care home</p> <p>Knowledge of regulations and legislation within the care profession</p> <p>Good understanding of CQC, national minimum standards and key care principles</p> <p>Able to plan priorities and deliver to tight timescales, responding affectively under pressure</p> <p>Identifying and managing staff skill sets accordingly</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	

Key Responsibilities

Undertake initial assessments of residents and develop person-centred care plans that are realistic and achievable to support the Home Manager.

Supervise and participate in the delivery of care to the residents in line with the care plan. Monitor the effectiveness of the care plan, making changes as necessary, ensuring that the plan reflects changing circumstances and current objectives.

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, and members of the care team.

Promote inclusion of the residents in all social and recreational activities designed to enhance, stimulate, develop and maintain the highest quality of life within the home and the local community.

To liaise with GP's, district nurses and any other professional bodies in relation to residents and their families.

Work 50% of your weekly contracted hours on the floor on a rolling shift pattern, including alternate weekends, applying a flexible attitude to working hours especially regarding covering absence & holidays, including bank holidays, evenings, nights & weekends and participate in the on-call rota system.

Be responsible for all medications including ordering, booking and changeover, ensuring 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. Complete regular audits, report all medication errors and complete monthly error analysers.

Assist the Home Manager with recruitment and selection of appropriately trained staff and oversee the induction and mentoring of new staff.

Manage lead and coach the care team to ensure that their jobs are prioritised and performed in a diligent, caring appropriate and attentive manner and where necessary, provide support, advice and counsel to staff when needed.

Participate in all staff meetings to support the Home Manager in all decisions that will enhance the quality of care within the home.

Where necessary assist with employee relations issues including grievance and disciplinary procedures and ensure confidentiality of all residents of work-related issues is always maintained.

Keep up to date with the National Minimum Care standards and code of professional conduct, putting these in to practice in the home.

Undertake any other duties in line with the overall aim of the job as required by the Home Manager.

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.