

JOB DESCRIPTION AND PERSON SPECIFICATION FOR HOMECARE MANAGER

JOB DESCRIPTION

Location: Enfield Carers Centre

Hours: 35 hours per week – Full time

Salary: £38,000 – £45,000 (dependent on experience and performance)

Reports to: Chief Executive

Purpose of post

To ensure that our Care Services provide quality respite for family/informal carers.

To oversee the day to day running of Domiciliary/Home Care Services (including domestic services), ensuring all clients receive high quality care services in line with CQC standards and that our CQC registration of Good is maintained or exceeded.

To line manage the Homecare Office team: currently two people: a Senior Care Coordinator and a Care Coordinator. Recruit Care Support Worker staff, ensure they are adequately trained, supervised and supported to carry out their duties.

To assist the Chief Executive in growing the business and developing new and additional services to support family/informal carers and their cared for persons.

Personal qualities

You will need to be highly motivated and committed to the delivering of high-quality client-focused services in a competitive environment and capable of demonstrating the skills necessary to manage the people and organisational systems involved in the effective provision of such care.

Core duties

1. Managing the day to day running of domiciliary care and other services, ensuring standards of care and scheduled visits to clients are maintained, in line with CQC standards.
2. Ensuring effective management of care and support packages, from referral through to assessment, support planning and ongoing monitoring and review.

3. To work with the clients, their families to ensure personalised care and support is in line with the clients wishes and preferences.
4. Responsible for ensuring the safety of staff and clients through adherence to all relevant legislation, procedures and codes of practice relating to safeguarding, health and safety and care standards.
5. Ensuring accurate, concise records are maintained in relation to ensuring a safe service delivery.
6. Recruiting to, leading and developing your team to ensure they are fully aware of their roles, and taking appropriate action to remedy any unsatisfactory performance.
7. To ensure supervisions, appraisals and performance reviews of Care Staff are carried out in line with CQC standards.
8. Effectively implement and manage any procedure or policy changes within the team to ensure quality levels are maintained in line with regulatory, internal and contractual requirements.
9. Ensuring you and your team actively participate in training to ensure personal development and to build knowledge and competence relative to their roles.
10. Management of all complaints, incidents and accidents with support from the team as required. Ensure all regulatory, internal and contractual requirements are met, including completion of all relevant notifications and adherence to correct policy and procedure.
11. Taking responsibility for identifying and resolving non-compliance.
12. Build and maintain relationships with all relevant local stakeholders.
13. Arrange and attend regular meetings with stakeholders in order to develop relationships, resolve any issues that may arise and promote business growth. Maintain regular contact with all relevant contracts monitoring teams and be involved in all audits and visits.
14. Maintain a good knowledge of local competitors and use this to inform how to develop the business.
15. The post holder will also be expected to undertake other duties considered to be commensurate with the post as required by the Chief Executive.
16. To share the 'On Call' function with the Care Coordinators.

PERSON SPECIFICATION

	EXPERIENCE / KNOWLEDGE / SKILLS	ESSENTIAL	DESIRABLE
1.	EXPERIENCE		
1.1	Be qualified to NVQ4/QCF level 5 (or equivalent acceptable qualification).	•	
1.2	Be registered or have previously been registered with CQC as a manager.	•	
1.3	To have managed a service rated as Good or Excellent.	•	
1.4	Experience of managing a domiciliary care service in the community.	•	
1.5	Experience of working with clients with complex needs.	•	
1.6	Extensive supervisory experience of supporting front line Care and Senior care Support Workers.	•	
1.7	Experience of assessing staff members Care Certificate.	•	
1.8	Experience of using Work Management Software.	•	
1.9	Computer literacy – conversant with Microsoft Package, use of internet and Outlook.	•	
1.10	Experience of working for a multi-ethnic, multi-cultural community setting.		•
2.	KNOWLEDGE		
2.1	Knowledge of and ability to implement appropriate safeguarding processes.	•	
2.2	A thorough understanding of CQC standards and implementing them.	•	
2.3	Understanding and commitment to equal opportunities and an awareness of issues affecting social and health care provision in multi-cultural context.	•	
2.4	An understanding of accountability to ensure compliance with organisational policies and regulatory requirements.	•	
2.5	Good knowledge and understanding of Quality assurance processes.		•

	EXPERIENCE / KNOWLEDGE / SKILLS	ESSENTIAL	DESIRABLE
3.	SKILLS		
3.1	Excellent interpersonal and communication skills, and the ability to communicate with a range of people using a variety of communication methods.	•	
3.2	Leadership and management skills, with the ability to motivate others.	•	
3.3	The capacity to work under pressure and to take a problem-solving approach to work.	•	
3.4	Ability to assess service users at home and complete relevant documentation.	•	
3.5	Ability to operate within budget and hit financial targets.		•
3.6	Ability to deal tactfully and sensitively with all enquiries.	•	
3.7	Ability to manage confidential and sensitive information.	•	
3.8	Possess the drive, enthusiasm and commitment to expand and develop a quality service	•	