

Role Profile for General Manager – New Home

Job Title	General Manager – New Home
Reports to	Assistant Operations Manager
General scope of post	To have overall responsibility for a new care home; all the employees and residents within, providing high quality care in a safe, positive environment. The role incorporates working with the Home Commissioning Manager to ensure the successful commissioning of the care home, post completion, which includes preparing for operational readiness, recruiting and leading the development of a coherent and effective team of clinical and non-clinical employees, ensuring regulatory compliance and clinical excellence and taking full commercial responsibility to maximise the occupancy of the business.
Key Accountabilities	<ul style="list-style-type: none"> • Develop a vision and culture for the new Home that aligns with the OSJCT values, fulfils the demands of the residents and facilitates the achievement of an overall good rating in the first CQC inspection. • In conjunction with Human Resources devise, implement and evaluate a recruitment and training plan to ensure the workforce is competent and confident to meet the care needs of residents and work safely and effectively within the care home • Liaise with the Home Commissioning Manager and Development team to ensure that the home is fit for purpose, delivers on quality and ensure defects are rectified in a timely manner. • Develop, implement and evaluate an occupancy/marketing strategy that includes a sustained, systematic and evaluated programme of marketing activities that meets both the commercial performance indicators and ensures needs of residents can be met at all times in a safe environment. • Take overall responsibility for the financial success of the Home, working within its allocated budget. • Be a visible leader, accountable for all employees and volunteers in the in the home supporting the 24-hour operation to ensure that OSJCT standards are met and adhered to. • Create a culture within the Home that enables the residents to have a high quality of life that enables them to be as active as possible; develop a comprehensive range of stimulating activities and ways of working to enable employees to support residents. • Day to day operational management of the Home including (but not exhaustive) managing the rosters, submitting payroll, undertaking appraisal conversations, performance management, ensuring employee competence, ensuring safe practice, dealing with relatives, reviewing incident reports, ensuring care plans are person centred and up to date • Establish strong relationships within the community and with health and social care colleagues to ensure that the care home meets locally identified needs and commands a competitive and positive reputation. • Abide by and ensure all employees adhere to the Trust's Policies and Procedures and act in a professional manner at all times and to uphold the Trust's Code of Conduct • Be the registered Home Manager for the new Home
Number of Direct Report	Up to 7 direct reports. Variable depending on the size of the home.

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Financial
Responsibility

Responsible for the Homes Budgets and Expenditure

ESSENTIAL	DESIRABLE
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<u>Qualifications</u> <ul style="list-style-type: none"> • Level 5 Diploma in Leadership in Health and Social Care or equivalent • Must be able to demonstrate literacy, numeracy and IT literacy skills • Registered health or social care professional 	
<u>Experience</u> <ul style="list-style-type: none"> • Extensive experience of commissioning new homes from post completion through to managing for 12 – 18 months, taking them through to successful performance • Has delivered against robust financial and budget management • Evidence of leadership strength in building a culture of trust and strong performance management • Has experience of dealing with relatives during emotional situations 	<ul style="list-style-type: none"> • Leadership experience in a multi-disciplinary care environment • Able to assess the needs of residents and develop person centred care plans
<u>General Aptitude</u> <ul style="list-style-type: none"> • Ability to work under pressure • Ability to manage change • Ability to work within strict legislative and financial constraints • Ability to manage multiple priorities effectively • Ability to maintain strong working relationships with teams 	
<u>Motivation</u> <ul style="list-style-type: none"> • Demonstrates qualities to deliver the Trust's vision and values appropriate to this level • Motivation to develop "provider of choice" Home in local community 	

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<u>Knowledge</u> <ul style="list-style-type: none"> • Understanding of Health and Safety issues in residential care, risk assessments, care plans, key caring, infection control, essentials of food and hygiene • Understanding CQC outcomes • Safeguarding principles 	A working knowledge of employment law
<u>Specific Skills</u> <ul style="list-style-type: none"> • Ability to liaise with other care/health professionals • Communicates clearly and concisely using a range of methods to a variety of people • Strong planning and organisational skills 	