

# Role Profile for Care Services Manager – Residential (1)

**Job Title**                      **Care Services Manager – Residential (1)**

**Reports to**                      Home Manager

**General scope of post**                      The Care Services Manager is responsible for the management of the Home alongside the Home Manager in accordance with policy and guidelines laid down by the Orders of St John Care Trust.

Ensure the emotional, spiritual, physical, medical and material needs of the Resident are recognised, assessed and met where possible. This will involve ensuring there are regular planned reviews, assessments and formulation of care plans for all users of the services in liaison with other professional workers.

**Key Accountabilities**

- To promote current philosophies and promote modern practices.
- To act in a professional manner at all times and to uphold the Trust's Code of Conduct.
- Establish effective liaison with other healthcare professionals.
- To lead, direct, supervise and support colleagues working within the Home in providing a network of services which can respond flexibly to the needs of the Residents as individuals.
- Appoint employees at all levels below that of Care Services Manager which will include advertising as necessary, taking up references, conducting interviews, completing health checks and applying for disclosure in line with the procedures outlined in the Personnel Manual. Holding exit interviews.
- To provide induction training, information and effective performance management to employees as appropriate, ensuring they are conversant with their duties, rights and responsibilities.
- To promote good communication by means of employee meetings, written and verbal reports and encourage openness at all levels.
- To monitor employee duties and performance. Ensure probationary periods are managed appropriately. Deal with informal disciplinary matters and action formal disciplinary procedures through the appropriate channels.
- Ensure mandatory training requirements are met in the Home (including directives from external bodies in relation to induction programmes) and that clear, up to date individual training records are kept on all employees.
- Ensure employee levels and skill mix is maintained, planning rotas as required.
- Abide by and ensure all employees adhere to the Trust's Policies and Procedures.
- To maintain confidentiality at all times.
- Sets an example by aligning behaviours and actions with the Trust's values and creates a culture that promotes a high quality service and the maintenance of standards and requirements.
- Must be able to lead and support change.
- Be a key member of the Rostering Team and work in line with the Trust's roles and responsibilities matrix for rostering
- Take responsibility for all elements of the rostering process to ensure adequate shift coverage and employees are paid correctly first time, and be accountable in the absence of the manager

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Number of Direct Report	This role has up to 10 reports
Financial Responsibility	This role holds no financial responsibility
Knowledge, skills & Abilities	Must be able to demonstrate literacy and numeracy skills in the English language QCF Level 3 in Health and Social Care Willing to work towards Diploma Level 4 or 5 or equivalent. Registered Manager Award

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## Person Specification

ESSENTIAL	DESIRABLE
<u>Qualifications</u> Must be able to demonstrate literacy and numeracy skills Diploma Level 5 or equivalent Registered Manager Award	Active and Current Nursing Pin
<u>Experience</u> Works independently and supports team to ensure the customers' needs are met and team goals are achieved Previous management experience in a multi-disciplinary care environment	
<u>General Aptitude</u> Ability to work under pressure Ability to manage change Ability to manage multiple priorities effectively	Ability to work within strict legislative and financial constraints
<u>Motivation</u> Demonstrates qualities to deliver the Trust's vision and values appropriate to this level	
<u>Knowledge</u> Understanding of Health and Safety issues in residential care, risk assessments, care plans, key caring, infection control, essentials of food and hygiene Understanding of Social Care Act 2008. CQC outcomes Experience of leading a team of employees Marketing/Business acumen in a care setting	Legislation relevant to recruitment and selection