

Role Profile for Area Domiciliary Care Manager

Job Title	Area Domiciliary Care Manager
Reports to	Assistant Operations Director
General scope of post	Responsible, under the direction of the Trust Domiciliary Care Manager, for the management and supervision of the allocated Scheme Managers and associated schemes, providing a network of services which can respond flexibly to the needs of the clients.
Key Accountabilities	<ul style="list-style-type: none"> • To conduct the monthly programme of operational visits and through audit and inspection, ensure that all services consistently meet both internal standards, regulatory compliance, and all Health and Safety requirements. The record of the operations visit should be concise and professional. Assist where necessary to ensure all action plans are completed in a timely manner. • Visit services regularly and at least once per month. At least twice per annum the service visit should be at night, and/or weekends. • To monitor employee duties and performance. Ensure probationary periods are managed appropriately. • Ensure Scheme Managers are achieving all training requirements, and that adequate evidence of training is held and all training records are accurate and up to date. • Through pro-active leadership, prevent where at all possible any non-compliances from occurring. But where non compliances occur, work to bring about resolution in a timely manner. • Accurate and timely reporting of all Trust management information. • Responsible for the financial performance of the services, against an agreed budget. • Respond through standardised action planning to any adverse findings either through inspection, audit, or monitoring visits, and that such action plans are carried through to successful completion. Support may include attendance at inspections, and liaison with CQC Representatives etc. . • Attend all inspections, and audit feedback sessions. • Attend bi-monthly area meetings of the service managers. • Provide assistance to the Trust Domiciliary Care Manager in the operational preparation of new services. • Responsible for promoting high occupancy and immediately addressing occupancy which is below budget. Monitor marketing activity and enquiry management pro-actively and ensure standards of customer service meet Trust standards. • The Area Domiciliary Care Manager will be on a 24 hour on-call system on a rota basis. • As delegated by the Trust Domiciliary Care Manager, be responsible for specific projects within the region or across the wider Trust. • Maintain regular contact with other Area Domiciliary Care Managers, and ensure that at all times practices and policy remain consistent across the Trust. • Ensure that the management of the services best promotes the emotional, spiritual, physical, medical and material needs of the clients in their care. 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. • To ensure that services uphold the principles of privacy, dignity, independence, choice, rights and fulfilment. To work with clients, families, carers and advocates to ensure that their care needs are recognised and met. • To oversee the management of care packages, maximising the efficiency of employee rotas and planned visits, quality assurance monitoring, ongoing review and termination

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- of care packages.
- To line manage the Scheme Managers including: supporting with electronic Care support systems; supervise the appointment of new employees; provide induction, training, information and supervision as appropriate, ensuring they are conversant with their duties, rights and responsibilities; provide guidance on all areas of operation; provide advice and guidance on HR issues and deal with informal disciplinary matters and action formal disciplinary procedures through the appropriate channels.
- Lead on the resolution of complex or unresolved employment relations matters.
- Responsible for scrutinizing, advising, and where necessary authorizing the use of agency employees within services.
- To provide management coverage during periods of annual leave, sickness, or periods when recruiting for managers.
- To promote good communication by means of employee meetings, written and verbal reports. Encourage a sense of openness at all levels.
- To publicise the schemes and The Orders of St John Care Trust in the local community. Establish and maintain good links with the local community. Encourage fundraising and volunteer participation.
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Number of
Direct Report

This role has up to four direct reports

Financial
Responsibility

This role holds no financial responsibility

Role Profile for Area Domiciliary Care Manager

Knowledge, skills & Abilities

Level 5 Diploma in Leadership for Health & Social Care or equivalent (or working towards)
Previous Supervisory experience in Domiciliary Care
Previous experience working at supervisory level in relevant environment
Recruitment & Selection
Health & Safety at Work Act
Health & Social Care Act
Budgets and Business Plans
Legislation underpinning practice
CQC practices & guidelines
Computer literacy

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Person Specification

ESSENTIAL	DESIRABLE
<u>Qualifications:</u> Level 5 Diploma in Leadership for Health & Social Care or equivalent (or working towards) Previous Supervisory experience in Domiciliary Care	Risk assessment Health & Safety Certificate
<u>Experience:</u> Previous experience working at supervisory level in relevant environment	Working in ECH environment
<u>General Aptitude:</u> Ability to work under pressure Ability to promote clients rights Equal Opportunities and Non- discriminatory practice.	
<u>Motivation:</u> Commitment to promoting and developing the highest quality care standards to older people	
<u>Knowledge:</u> Recruitment & Selection Health & Safety at Work Act Health & Social Care Act Budgets and Business Plans Legislation underpinning practice CQC practices & guidelines Computer literacy	Care computer systems
<u>Specific Skills:</u> Ability to work with other health care professionals Developing employees Supervision & Appraisal Managing Budgets Good Communication Skills Full, clean driving licence & access to vehicle	
<u>Interpersonal Skills:</u> Ability to lead and motivate employees	
<u>Team Skills:</u> Building a team which supports and values individuals and recognises individual strengths and skills	