

Role Profile for Domiciliary Care Manager

Job Title	Domiciliary Care Manager
Reports to	Area Operations Manager - ECH
General scope of post	To manage the delivery of care and support services across a number of schemes in line with legislative requirements and ensuring the service maintains financial viability.
Key Accountabilities	<ul style="list-style-type: none"> • Manage the day to day running of the domiciliary care service, ensuring standards of care and schedule of visits to clients are maintained, in line with CQC standards • Ensure accurate, concise and timely records of care given and other administrative documents relating to the provision of care and support • Lead and develop your team leaders., to ensure they manage rotas, communicate to the team to ensure they are fully conversant with their duties and take appropriate action to remedy any unsatisfactory performance • Ensure effective management of care packages, from referral through to assessment, quality assurance monitoring, ongoing review and termination of care packages. • Understand responsibilities in relation to providing care and support, adhering to health and safety, food hygiene, fire precautions and emergency procedures, infection control and emergency aid and other Trust policies. • Ensure the safeguarding of all clients through adherence to relevant legislation, procedures and codes of practice relating to care, health and safety, food hygiene, fire precautions and emergency procedures, infection control and emergency first aid. • Active participation in training to ensure personal development and to build knowledge and competence relative to the role. Ensure employees are enrolled on relevant training courses and this is kept up to date • To develop and maintain effective relationship with external agencies to ensure services are delivered effectively • Take responsibility for identifying and resolving non-compliance • Manage the financial viability of the schemes. • Provide out of hours emergency assistance participating in the on call rota. • Manage any matters pertaining to the maintenance of the building and equipment to the landlord (or agent).
Financial Responsibility	Ensuring the schemes operate within the budget parameters
Number of Direct Report	Indirect reports – up to 70 across up to three schemes Direct reports – up to 3

Role Profile for Domiciliary Care Manager

Knowledge,
skills &
Abilities

Experience within a domiciliary care setting

Willing to work towards or obtained Diploma in Health and Social Care Level 5 or equivalent

Experience at a supervisory level

Leading and managing a team, dealing with performance issues, building morale and creating an inclusive culture.

Must be able to demonstrate literacy and numeracy skills in the English language

Person Specification

ESSENTIAL	DESIRABLE
<p><u>Qualifications:</u></p> <ul style="list-style-type: none"> • Diploma in Health and Social Care Level 5 or equivalent or willing to work towards • Computer literate • Must be able to demonstrate literacy and numeracy skills in the English language 	
<p><u>Experience:</u></p> <ul style="list-style-type: none"> • Working at supervisory level in relevant environment. • Working within a domiciliary care setting • Leading and managing a team, dealing with performance issues, building morale and creating an inclusive culture. 	
<p><u>General Aptitude:</u></p> <ul style="list-style-type: none"> • Ability to work under pressure • Ability to promote client's rights, Equal Opportunities and Non-discriminatory practice • Proven record in care of the elderly and a desire to provide excellence of care through skilled team management. 	
<p><u>Motivation:</u></p> <ul style="list-style-type: none"> • Commitment to providing a domiciliary care service within ECH schemes and the local community • Has a person centred approach; a focus and concern for the wellbeing, care and safety of our clients • Build positive working relationships with a wide range of stakeholders (within and outside of the Trust) to achieve outstanding care. • Creates a culture where professional and personal development is recognised and rewarded • Manages resources effectively (people and finances) to ensure that goals are achieved and the focus is on improving our service and cost 	

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<p><u>Knowledge:</u></p> <ul style="list-style-type: none">• Recruitment & Selection legislation• Health & Safety at Work Act, Care Standards Act, NSF• Budgets and Business Plans• Legislation underpinning practice	
<p><u>Interpersonal Skills:</u></p> <ul style="list-style-type: none">• The ability to form positive relationships• Role models the Trust's values; embedding and maintaining professional behaviours and standards.• Clear and concise communication style	
<p><u>Ability to Meet Job Requirements</u></p> <ul style="list-style-type: none">• Access to a vehicle/transport for business travel.	