

Job Profile

Care at Home Manager

Location: Head Office
Accountable to: Head Of EveryDay Care & Support Services
Reporting to: Head Of EveryDay Care & Support Services
Responsible for: Area Coordinators, Team Leaders, and Personal Support Assistants

Purpose

To assist the Head of EveryDay Care & Support Services in ensuring the effective and efficient provision of a quality domiciliary Service, to meet the needs and aspirations of customers, their families, and friends and to meet contractual obligations, statutory requirements, and pre-determined service delivery standards.

To line manage teams comprising of Area Coordinators, Team Leaders and PSA staff operating in this service, providing supervision and support in line with objectives and standards.

To lead and motivate the staff team in meeting the personal care and support needs of customers in a way that promotes independence, respect, and dignity of the individual.

To lead and motivate volunteers to add value to the work of the Group.

To manage the performance of the team including financial, staff and service performance and work to achieve key performance indicators set each year. To take ownership of updating metrics into the Group Balance Score Card monthly and provide narrative annotations to account for variations in performance.

To lead effective two-way communication – delivering Group briefings in a timely and consistent way while providing opportunities for the upward cascade of messages to the senior leadership team.

Duties & Responsibilities

Management Responsibilities

1. To respond quickly to Customer Enquiries for our Services in line with internal operating protocols and the Customer First Programme. The Group expects all customer enquiries to be actioned within two working days.
2. To uphold and demonstrate at all times the Values and Behaviours of the Group.
3. To work consistently to a high standard and demonstrate continuous improvement in line with the Group's Quality Assistance Framework.

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4. To assess, manage and report on risk in line with the organisations Group's Risk Policy and Framework.
 5. To enable effective communication across the Group by creating opportunities for meaningful two-way dialogue.
 6. To ensure that all customer enquiries and actions are accurately recorded onto the Group's CRM system in-line with group policy.
 7. To use the Group CRM system to generate performance reports and monitoring to ensure that all customers benefit from a high-quality service. Quickly escalate problems to the Leadership Team in order to respond to customer needs.
 8. Lead on recording service performance within the Group's Balance Score Card.
 9. To work in 'line' with the organisations Group's Policies and Procedures and Financial Regulations at all times.
 10. As a Health & Safety Officer for your area of work you will implement the Groups Health & Safety Policy and maintain and promote health and safety measures including those relating to the conduct of a Risk Assessment. You will also be responsible for reporting on Health and Safety to your Head of Service in line with the Groups' Health & Safety Management System.
 11. To ensure compliance with the organisations Group's Safeguarding Policies and Framework, and deal with safeguarding issues in line with company and North Tyneside's Multi Agency Policy.
 12. To manage all operational aspects of service delivery for area of responsibility.
 13. To assist the Head of Service in ensuring the service complies with the Care Quality Commission (CQC) Essential Standards of Quality and Safety and continues to meet its registration requirements with the CQC. (delete for non-regulated services)
 14. To ensure compliance with external contract monitoring/funder requirements for your service/area of responsibility
 15. To be responsible for managing and controlling the Budget for area of responsibility, using Designated Suppliers and the Groups Financial Regulations.
 16. To ensure all services delivered are invoiced for on a regular and consistent basis in line with internal operating protocols and service level agreements. To also ensure all customer invoices queries are resolved within 2 working days.
 17. To support the payment of staff wages and salaries by ensuring accurate and timely submission of information to the Payroll Function, and to ensure all payroll queries are resolved within two working days.
 18. To support the payment of expenditure by ensuring accurate and timely submission of purchase invoices and other payment related documentation and information to the Finance Function.
 19. To assist the Head of Service with any service improvement programme that may be identified through inspection, audit, or customer feedback.
 20. To ensure the Group's Equal Opportunities policies, principles and practices are observed and implemented throughout service delivery.
 21. To provide accurate and timely management information and reports to the Head of Service.
 22. To ensure your service area is subject to regular unannounced internal inspections and audits.
 23. To ensure effective networking and liaison with other agencies by participating in relevant meetings and representing the values and policies of the Group.
 24. To provide cover during absence for other Managers.

Business Development Responsibilities

1. To develop partnerships and support productive relationships with Partners
2. To support the development and delivery of the Organisations' Strategy and Supporting Strategies
3. To support and take responsibility for Income Generation for the organisation and specifically for area of work and expertise
4. To seek and collate best practice and apply to the development of services

Customer Responsibilities

1. To work in line with the Customer First programme and actively monitor customer satisfaction including feeding back in 'a timely' and positive manner.
2. To ensure that all customer enquiries are handled efficiently and effectively within the Group's SLA (two working days).
3. To engage positively and regularly with the Co-ordination Team and the Customer Services Manager to ensure customer needs and aspirations are reviewed regularly and service adjusted.
4. To assess Customers and negotiate appropriate care and support plans including carers, families, and other agencies where appropriate.
5. To assess risk to customers and staff with regard to service delivery.
6. Liaise with relevant referral agencies, statutory bodies, and other Group's to ensure overall consideration and co-ordination of Customers' packages of care and support needs.
7. To facilitate the review of the customer's Care and Support Plans at eight weeks and thereafter annually recording progress against outcomes and changes.
8. To provide regular communication with customers about the service and any new service developments.

Staff and Volunteer Responsibilities

1. To line manage a team of staff comprising of Area Coordinators, Team Leaders and PSA staff ensuring staff receive regular individual and staff supervisions, annual appraisal, and employee engagement feedback.
2. To manage staff absence in line with company policy and processes, to ensure efficient delivery of service, supporting wellbeing of staff.
3. To carry out fact finding investigations and deal with disciplinary issues in line with company policies.
4. To recruit, select and induct new staff as agreed with the Human Resources Department so as to comply with Group's Equal Opportunities policies, legislative requirements, and organisational policy.
5. To identify and action staff training and development needs in line with customer needs, regulatory contractual requirements, organisational policy and to meet the Annual Training Plan.
6. To prepare Volunteer Role Profiles for your project/service area and inform the Volunteering & Community Services Manager of numbers required annually.
7. To work with the Community Services Manager to recruit, select and induct new volunteers to your area of responsibility
8. To induct, manage, train, and supervise any volunteers allocated to area of responsibility.
9. To ensure staff and volunteer compliance with all the Group's policies and procedures through training and regular reviews.
10. To ensure Health and Safety compliance of staff and volunteers

General

1. With customers, staff and volunteers develop and maintain effective involvement and feedback on the service.
2. To contribute and work effectively as part of a team.
3. To participate in 'On Call' duties as required, to meet the needs of the service.
4. To provide cover during absence for other Area Managers.
5. To engage in training activities to maintain and up-date professional knowledge and skills to the standard required of the post holder and reflecting the developments in the field.
6. To undertake any other duties that may be necessary to comply with the demands of the Essential Standards of Quality and Safety.
7. Any other duties, commensurate with skill and position in the Group, as delegated by any Head of Service

Requirements

Essential

1. Level 5 in same discipline as job role or same level qualification in a similar field
2. IT skills including Word, Excel, PowerPoint, and Outlook
3. Knowledge and understanding of the application of quality issues and good practice in relation to people with dementia, older people, and service delivery
4. Demonstrable understanding and working knowledge of the Health and Social Care Act 2014, Mental Capacity Act, and best interest frameworks, safeguarding vulnerable adults
5. Experience of managing performance of a service which is people centric
6. Experience of supervising/line management of staff/ volunteers
7. Experience of monitoring Quality Assurance Systems
8. Experience of monitoring Health and Safety
9. Experience of budget control
10. Experience of Employee Relations
11. Ability to deal with sensitive issues such as Safeguarding
12. Ability to manage multiple activities, prioritise activity and work to tight deadlines
13. Experience of managing Customer Service and Workforce Planning
14. Experience of providing services which are person centred and promote dignity, independence, and choice.
15. Experience of risk assessing to minimise and balance risk for the individual

Desirable

1. Hold a Health & Safety Qualification
2. Posses training and coaching skills
3. Have experience regarding older people's issues
4. Have experience of dealing with safeguarding issues

Benefits

1. Competitive salary
2. Paid Mileage
3. Blue Light Card Discounts
4. 26 Days holidays
5. Generous Pension Scheme
6. Wellbeing Day
7. Staff Referral Scheme
8. Annual Thank You Events

I have read, understand, and agreed to work in accordance with the Job Description as outlined:

Signed:

Date:

Name:

Values



Caring



Empowering



Inclusive



Influential



Optimistic



Responsive



Realistic



Respectful

Competencies

- **Openness to Change**
- **Team Working**
- **Problem Solving**
- **Communications skills**
- **Drive for Achievement**
- **Organisational Awareness**
- **Personal responsibility**
- **Planning & Organisation**
- **Customer Focus**



Behaviours

- We will treat the people we come into contact with during the course of our work fairly and with respect.
- We will listen to people, be honest and open in our dealings within the organisation and with all stakeholders.
- We will lead by example.
- We will set and communicate a clear direction and empower others to take responsibility.
- We will be personally committed to continuous improvement in all we do.
- We will work together across the organisation to meet common objectives and achieve better results.
- We will place the organisation objectives before personal work objectives.
- We will tackle unsatisfactory or unacceptable behaviour and performance.