



Frances Taylor Foundation

DIGNITY AND RESPECT FOR THE INDIVIDUAL



JOB DESCRIPTION

Job title: Service Manager, St Raphael's

Service/Location: St Raphael's Care Home, Brentford

Responsible to: Director of Operations

Responsible for: Deputy Service Managers
Team Leader
Senior Care/Support Workers
Care/Support Workers
Other staff

Purpose of the job:

We are seeking an experienced, passionate and highly motivated Registered Manager to take overall responsibility for leadership, operations, quality, regulatory compliance and service performance. You will ensure that the people we support receive safe, outstanding and person-centred care that promotes independence, dignity, choice and positive outcomes. The Service Manager will manage, co-ordinate, develop and further improve this care home for people with learning disabilities, and is accountable for the management of an efficient, high quality individualised support that is provided to the people who use the service. The post holder will be responsible for the staffing teams in the service, ensuring that professional advice and leadership is provided for those managed by this post and that the service operates within the ethos of the Charity and its policies, quality standards, aims and the requirements of legislation.

Main duties and responsibilities:

1. To manage and oversee the development of a high-quality care and support service to people who live at St. Raphael's, ensuring full compliance with CQC and regulatory and legislative standards whilst maintaining compliance with registration conditions and making sure the service operates within its registered scope.
2. In collaboration and conjunction with others, manage the activities and services provided by the home. Ensure that services are provided to individuals at the agreed time and to the relevant specification and quality, and consistent with individual assessments which have been undertaken, personal care plans drawn up, and that these are regularly reviewed and recorded.
3. To embed Person Centred Planning and Practice throughout the service at St. Raphael's.
4. To liaise with the local authorities, providing information on future care input (obtained from the individual care plans) submitting applications and securing appropriate funding for those services.

5. Drive occupancy and reputation through quality, engagement, and community presence. The Service Manager will represent the service to relevant outside bodies, organisations, institutions and individuals. Ensures that the service is positively regarded, particularly within the local community, and those who have, or may have an impact upon the level of occupancy, such as Commissioners.
6. The Service Manager will be responsible for controlling expenditure and income against targets. Reviewing all financial and management information, taking note of both positive and negative variations. Analyses variances and determine corrective actions, as appropriate and monitor staffing costs, agency expenditures, and other operational expenses.
7. To maintain and manage a complement of staff, ensuring that skills are matched to people who use the service needs in a way that allows those managed by this post to take responsibility at the appropriate level. Provide opportunities for induction, training and personal development on an on-going basis. Foster a culture of openness, learning, and reflective practice throughout the home. Champion safeguarding, safety, and wellbeing for all residents and staff.
8. To maintain close liaison with people who use the services and their representatives at regular intervals, either formally or on an individual basis, obtaining feedback on the standards and quality of services provided, implementing changes where necessary and ensure that all complaints, incidents, and concerns are thoroughly investigated and used to enhance the service.
9. Develop effective relationships with the key stakeholders in the business, including employees, service users and their family and friends, the local community, local healthcare facilities, and GPs. Regularly and frequently seek the views of the individual service user, their family members and/or supporters (unless this is inappropriate) and the contact person in their placing authority, on the content and implementation of the care and support plan and takes these into account in initiating and making changes to the plan.
10. To monitor the quality standards of the services provided, including the further development of systems designed to improve quality, ensuring that continuous improvement practices are applied to the services provided. Including the use of electronic care records and Time and attendance systems, payroll processing and accuracy including overtime hours, using the time and attendance system to accurately reflect the rostering. Ensure electronic care records are up to date, recorded and staff are competent.
11. To maintain knowledge of other agencies providing similar services, ensuring that the service offered is in keeping with current developments, trends and policies and remains competitive within the wider market. Identify strengths and weaknesses of competitors in particular, making plans recommendations which will serve the best interests of St Raphael's.
12. To maintain overall responsibility in employee management for example in relation to absence management, OH referrals, reasonable adjustments, flexible working requests, supervisions, appraisals (with support of HR where necessary). And to delegate (where appropriate) to team members, taking into account equality of opportunity, and the ability of the individuals concerned and their development needs. To review on-going work practises at appropriate intervals to ensure effectiveness.
13. To undertake training and continuing professional self-development activities.

14. To become, remain eligible for, and maintain registration with the Care Quality Commission as a Registered Manager for the Regulated Activity/Activities.
15. Ensure that the operational and strategic management of the Service is in accordance with the aims, objectives and policies of the Charity and the requirements of legislation, with timely and accurate reporting where required by commissioners and regulators, including Social Services, local NHS bodies, Commissioners and the Care Quality Commission is achieved.
16. Ensure fire procedure, hygiene, risk assessment and all other health and safety statutory requirements are complied with and that incidents are reported and investigated in accordance with the Charity's policies and the requirements legislation.
17. To promote a diverse workforce that is free from discriminatory practice.
18. Maintain confidentiality regarding all aspects of people who use the services affairs and management of the service.
19. As a member of the wider Frances Taylor Foundation management team, the Service Manager may be required to undertake or support investigations into matters arising within other services, hear grievances and disciplinaries including those involving staff outside their direct line of management.
20. Undertake any other tasks, duties or projects, as reasonable required, which may arise from to time which commensurate with the general level of this post.

PERSON SPECIFICATION

Job title: Service Manager

Grade: J

Service/Location: St Raphael's, Brentford

Attribute Heading	Essential	Desirable	Method of assessment
Work experience/ Knowledge	At least a Level 5 in Leadership for Health and Social Care (or equivalent). At least 5 years' experience in a managerial role in a community based and/or residential environment. An understanding of the needs of people with Learning disabilities An understanding of the person centred approach. Substantial experience in managing the delivery of services in the health or social setting, including adherence to service standards Experience of effective liaison with statutory and voluntary agencies Experience of leading and co-ordinating a team of professional care and support staff and ancillary staff.		Written statement, Interview.
Education and qualifications	Evidence of structured learning and continuous development		Written statement and copy of certificates.
Skills and Abilities	Ability to take responsibility within delegated authority and exercise judgement Compile and manage budgets and business plans Ability to communicate effectively with service users, family members,		Written statement, Interview.

	team and other professionals. Excellent communication (verbal and written) skills Knowledge of HR processes, including sickness and absence management Report writing, presentation and speaking skills. Competent in office IT systems and processes, such as Nourish and Protime. Excellent administrative skills Skilled in the use of Microsoft Word, Excel and PowerPoint Ability to work with confidence and on own initiative. Ability to work calmly to time schedules under pressure. Handle queries from many sources Excellent influencing and listening skills.		
Disposition and Attitude	Commitment to the PSMG ethos and values Commitment to care and support for the individual and valuing people Positive attitude		Interview
Other factors	Have a flexible approach and willing to be 'on call' Able to travel independently within the service area Able to act as a representative for the organisation externally Able to work flexibly and travel within the UK as and when required		Interview