Job Description

Post:
Service Manager

Responsible To:
Director of Care (Aster Group)

Service Unit Provision:
EBHT Supported Living and Domiciliary Care Services

Purpose and Objectives:

As the Registered Manager, to take responsibility and proactive actions in maintaining and ensuring standards of care within the service are compliant with CQC regulations, the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and as amended and all East Bora/Aster Group policies and procedures.

To maintain levels of professional conduct, continuing professional development, leadership and accountability for the care and support activities within the service in line with the requirements of the Care Quality Commission (Registration) Regulations 2009 and the Quality Monitoring Team for Dorset in line with the contract. .

In line with East Bora's philosophy and values to be responsible for the overall day- to-day care and support provided in the service and within available resources.

The leadership and management of the staff team to ensure that service users receive high standards of person-centred care to ensure their safety, security and wellbeing, considering and responding to differing individual choices and needs.

Work in partnership with service users and liaise with family members and loved ones as appropriate to encourage choice, control, participation and motivation with the objective of providing the best possible care and quality of life.

To ensure service users have an excellent quality of life while ensuring they are always safeguarded and protected from harm.

To always act as a role model for the Aster Way and Skills for Care Code of Conduct for Care Workers England and embed these in own working practices.

Work with members of the care leadership team to deliver both the Care and Organization's Strategy.

Responsibilities, Duties and Tasks

- As the Registered Manager to be responsible for understanding and complying with statutory and legal requirements relevant throughout the service, including health and safety legislation, all aspects of the Care Quality Commission Regulations 2009, the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014, the Care Act 2014. To ensure that the contract terms for the service are also fully met.
- To lead by example always acting as an ambassador for promoting the values and ethos of the Aster Group Care Strategy and the Skills for Care Code of Conduct for Care Workers England; embedding these in own working practices. To maintain a comprehensive and personal knowledge of service users to ensure their care needs and preferences are met. Interaction with service users reflects the Principles of Care that is driven by communication not task engaging in topics of relevance to their interests and life history.
- To lead, direct, support and work with care colleagues to ensure that care provided responds flexibly to the needs of service users as individuals and respects privacy, choice, control and dignity.
- To ensure the emotional, spiritual, physical, medical and material needs of service users are recognised, assessed and where possible met through the effective formulation and review of care plans in liaison with colleagues, other health and social care professionals and family members/loved ones as appropriate. To ensure that all interaction with service users is driven by the principles of person-centred practice.
- To be fully aware of the health and well-being of each service user and take proactive steps to address any concerns of poor/ill-health or signs and where relevant make prompt and appropriate referrals to other professionals/agencies.
- To recognise, identify and respond to any incidents and accidents and safeguarding concerns appropriately. In the event of a safeguarding concern, record concerns within an incident report and report to the local safeguarding team without delay and prior to leaving the shift.
- To accurately complete the necessary notifications and requirements to the CQC in line with relevant legislation including but not limited to the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
- To encourage service users to maintain maximum independence and control with regards to the personal care and support offered promoting choice, dignity and respect in all areas.

- To maintain proactive leadership and completion of all care audits in line with best practice including being responsible for developing and implementing action plans to secure continuous improvements.
- To ensure and monitor the effective running of the service ensuring all legislation and regulations concerning environmental health, infection control, and health and safety are met, and all risk assessments are regularly carried out to meet the high standards expected in the Care Services.
- To ensure that the staffing Rota is organized to provide resilience cover and to required levels in line with commissioned hours.
- To ensure that the service provides a safe and secure environment for all service users, implementing and maintaining required checks and standards and seeking to obtain and act upon all feedback received.
- To ensure the service is well led by ensuring that the culture and approach reflect the Care Strategy and Skills for Care Code of Conduct for Care Workers England in being *friendly, relaxed, and personalized*, and to take innovative steps to enable this to be always achieved.
- Ensure that all medication practice within the service is strictly monitored and that administration practice is carefully managed in line with legislation and best practice. Contribute actively to continuous improvement in this area.
- To lead on all safeguarding matters within the service ensuring that the policy of East Boro and national best practice is communicated and understood by staff and always implemented.
- To monitor the standards of care provided both by being 'hands on' working with care staff and checking that records and documentation comply with regulatory and legislative requirements and good practice.
- To ensure that budgetary control of the service is maintained in accordance with organisation's financial guidelines and procedures.
- To develop and implement new working practices and services to promote continuous improvement and inspirational standards of care that motivate staff to deliver the best for the service users.
- To recruit competent staff at all levels and ensure their management and monitoring of performance with other leaders within the team including regular supervision, and to ensure that any concerns are addressed at an early stage.
- To provide induction, training, information, and supervision to staff as appropriate, ensuring they are conversant with their duties and responsibilities within the team and with the objective of maximizing both individual and team potential.
- To lead by example in ensuring effective communication with service users, their relatives, friends, external professionals and other colleagues, ensuring the continuity of quality and safety in the provision of personal care services.

- To promote good communication by means of team meetings, written and verbal reports and encouraging openness at all levels.
- To lead on assessing and costing care packages for prospective customers promoting the services offered by the service and by the wider Trust, work closely with housing colleagues to ensure that service users can take up tenancies and that all voids are filled promptly. Ensure close partnership always working to minimize voids.
- Ensure that the terms of each service user's funded care or support package is met and provide evidence of this in line with the funder's requirements.
- To participate fully in the care leadership team, attending meetings and presenting reports as required. Ensure that the Care Strategy objectives are implemented within the service
- To manage and maintain the safety, integrity and confidentiality of all colleague and resident personal records and any management information systems based within the service.
- Ensuring the assets of East Boro are routinely inspected, repaired and maintained, repaired to ensure their safe operation.
- To ensure that working practices, systems and procedures comply with health and safety legislation and policies, with responsibility for undertaking regular risk assessments and other checks and inspections.
- To work with the Director of Care and other management colleagues to ensure that the service is CQC compliant, identifying areas of concern and implementing service improvement action plans as required.
- To work with the Learning and Development Lead for Care to ensure that all staff receive the required training and learning and development opportunities to ensure they maximize their potential.
- To take responsibility for personal and professional development by keeping abreast of developments in the field of health and social care.

General Duties

To be fully conversant with all relevant EBHT/Aster IT systems and how they apply to the delivery of Care and Support Services

To participate in regular Team Meetings with colleagues.

To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities.

To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.

To undertake health and safety duties commensurate with the post and/or as detailed in the Trust's/Aster Group Health and Safety Policy.

To promote East Boro Housing Trust and its work in the community and in all areas of its operation.

To communicate clearly with other staff, managers, tenants, customers and all other agencies and interested parties.

To undertake any other general, Care, support or housing duties commensurate with the post as requested by the Director Care.

To record information on the Trust's computer system and maintain designated Trust data bases as directed by the Director of Care.

Contacts

In all contacts the post holder will be required to present a good image of the Trust as well as maintaining constructive positive internal relationships with all Trust employees, The Board of Management and tenants, customers, their relatives and carers; Local Authority Commissioning staff; Health and Social Care professionals; Regulatory representatives; Independent Providers; Voluntary Organisations; Emergency Services

Notes

The East Boro reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.

Equal Opportunities

The duties described in this job description must be carried out in a manner which promotes equality of opportunity; dignity and due respect for all employees and service users and comply with and promote the terms and conditions of the East Boro Housing Trust equal opportunities policy and the Single Equality and Diversity Plan.

Data Protection

To comply with **data protection legislation,** meaning the General Data Protection Regulation (EU 2016/679), the Data Protection Act 2018, the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) and any successive or subordinate legislation, along with any other legislation and regulatory requirements in force from time to time which apply to the use of personal data in the United Kingdom, and the guidance and codes of practice issued by the Information Commissioner's Officer.

Person Specification – Service Manager

Essential Criteria

Criteria	Essential	Desirable
QUALIFICATIONS	A recognised degree or professional qualification in health/social care e.g., Level 4 Diploma – Leadership for Health and Social Care Evidence of continuing professional development and/or self-directed learning	Level 5 Diploma - Leadership for Health and Social Care
EXPERIENCE	Significant experience of managing a care service for adults with complex needs Experience of supporting people with disabilities including physical and mental health needs including those with Learning Disabilities and Autism. Significant experience of monitoring service quality Proven experience of effective medication management.	Experience of managing a CQC registered domiciliary care agency Experience of supported housing provision Experience of working with people with distressed behaviours Experience promoting services and to attract new business

	Rota setting and staff deployment experience Budget management experience Experience of forming effective internal and external working relationships at all levels Strong experience of recruiting and the performance management of staff	
SKILLS, ABILITIES AND KNOWLEDGE	Comprehensive knowledge of the requirements of a Registered Service Manager Detailed knowledge of the care standards and compliance requirements of the Care Quality Commission Comprehensive knowledge of safeguarding issues, proactively ensuring that people are kept safe, protected from harm Comprehensive knowledge of safe medication practice. Working knowledge of the Deprivation of Liberty Safeguards under the Mental Capacity Act 2005 Good knowledge of local and national health and social care legislation, policy and practice	Use of computer databases to monitor, and report information Willing to use assistive technology and mobile devices

	relating to supporting disabled people Excellent written, communication and IT skills	
PERSONAL ATTRIBUTES	Caring attitude/nature Commitment to promoting and delivering the highest quality care and support Commitment to, role model and embed the Aster Group's Care Strategy and values and Skills for Care Code of Conduct for Adult Social Care Workers England. Demonstrate trust, openness and respect in dealings with people	
VALUES	Must understand and share the values and distinctive culture of East Boro	
EQUAL OPPORTUNITIES	Full commitment to equal opportunities and diversity working practices	
OTHER	Able to travel across East Boro Care Services to fulfil the objectives of the job Prepared to work flexible hours (including some weekends and evenings), as required to meet the objectives of the post	

	To have a flexible approach to tasks and workload with a willingness to work in any Enham Trust location and across all service types Prepared to participate in the periodic on-call rota which is an out-of-hours telephone service seven days per week	

East Boro is committed to safeguarding and promoting the welfare of adults at risk and expects all staff to share this commitment.

The post you are applying involves working with or having access to adults at risk and/or their records, therefore we may require the successful candidate(s) to undertake an Enhanced Disclosure from the Disclosure and Barring Services

We are committed to equal opportunities and welcome applications from all sections of the community.