

## **Job Description – Registered Care Home Manager Tal Y Wern**

### **Supervised and appraised by: Locality Manager**

- Ensuring that personal support and care is provided in a sensitive manner which promotes dignity.
- Ensuring that all staff respect the people we support rights to make decisions.
- Ensuring the Service User Guide is available to each person we support and is reviewed annually.
- Ensuring active support is promoted in the service.
- Ensuring that risk assessments associated with enabling decision making are undertaken.
- Ensuring procedures that promote positive risk management to promote independence.
- Ensuring that people we support are supported to participate in advocacy/ self-advocacy groups.
- Ensuring that the people we support have the technical aids and equipment they need for maximum independence.
- Implementing Inclusive Communication techniques.
- Presenting information and plans in a range of media.
- Monitoring that all staff communicate with people we support in the method and language of their choice, including use of communication technologies.
- Ensure that procedures are put in place to safeguard people from harm.
- Complying with the responsibilities as stated in the Health & Safety Policy.
- Reporting incidents and allegations of abuse and inappropriate practice in line with policy and procedure.
- Liaising and co-operating with the CIW and external partners with regard to issues of protection and health and safety.
- Ensuring all necessary risk assessments are undertaken and reviewed when developing service user plans.
- Managing and monitoring people we support financial plans.
- Ensuring safe systems for the protection of the money and property of the people we support are in place and maintained.
- Monitoring staff compliance with the agency's finance policy and procedures.
- Ensuring staff are aware of the procedures for the reporting of abuse and inappropriate practice.
- Investigating when required any complaints.
- Conducting Health & safety audits of the property.
- Ensuring that safe systems and support plans moving and handling are in place and reviewed.
- Ensuring appropriate procedures are in place to manage challenging behaviour.
- Developing and reviewing the statement of purpose and guide of the service.

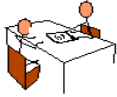
*'Community Lives Consortium is regulated by the Care Standards Inspectorate for Wales and commissioned by City & County of Swansea and Neath Port Talbot County Borough Council, we may share information about our services and the people we support for quality and regulatory purposes'*

- Developing and agreeing with each person we support an accessible written contract/statement of terms and conditions between the home and the people we support.
- Supporting people we support to participate in the day to day running of the home.
- Supporting people we support to participate in the running of the service, policy development and review, representation in management structures and other forums.
- Ensuring people we support, involvement in selection of staff and of other people we support where appropriate.
- Ensuring that people we support views are incorporated into monitoring the quality of the service delivered.
- Working in partnerships with advocates, family, friends, and relevant professionals outside the home, subject to the people we support consent.
- Ensuring that people we support have access to relevant policies, procedures and codes of practice, in appropriate formats, and that staff explain them to the people we support.
- Working with the Care Manager to ensure that the physical, emotional and social needs of the people we support are assessed and reviewed.
- Developing and agreeing with each person we support and their supporters an **Personal Care Plan** that reflects their own personal outcomes.
- Providing a range of meaningful activities to meet personal development, leisure and community involvement needs including Time To Meet activities.
- Ensuring that each person we support is allocated a Key worker to coordinate and monitor implementation of the Personal Care Plan and its three monthly reviews..
- Ensuring the provision of environmental adaptations and equipment to meet individual needs.
- Ensuring the support provided is in accordance with the individual service user plans and personal outcomes.
- Ensuring regular review of care and support plans.
- Implementing procedures for staff to report changes to the assessed needs and support of the people we support.
- Highlighting to the Locality Manager and Responsible Individual any service deficiencies or operational issues.
- Working with the landlord to ensure that the home's premises are suitable for its stated purpose and resolving disputes relating to tenancy.
- Ensuring that there is a range of comfortable, safe and fully accessible spaces provided for both shared activities and private use.
- Ensuring that the home is kept clean, hygienic and systems are in place to control the spread of infection in accordance with policy and legislation.
- Ensuring that repairs and maintenance of the home and the equipment provided is effectively managed.
- Ensuring systems for maintaining the security of the home including assistive technology.
- Assisting the people we support to build and maintain personal relationships, including safe and appropriate use of social media.

- Maintaining an administrative system to record details of support offered and overall management of the service.
- Producing reports when required.
- Ensuring that accurate records are completed in line with policy, including multimedia records.
- Contributing to the organisational quality assurance and monitoring systems ensuring the involvement and consultation with the people we support and their supporters.
- Leading an annual audit and development plan for the service.
- Investigating complaints and allegations as directed in line with policy and procedure.
- Ensuring the people we support are supported to understand the Complaints and Compliments procedure.
- Complying with the agency's disciplinary and grievance procedures.
- Co-operating with external inspection and monitoring agencies.
- Contributing to the process of service improvement and organisational development.
- Ensuring that all policies, procedures, codes of practice and records of the home are in place, monitored, reviewed and amended, as necessary.
- Arrange and chair regular meetings of the staff team in accordance with policy.
- Attending, contributing and actively participating in staff meetings and other meetings as required.
- Co-operating with managers over any other reasonable task.
- Taking responsibility for the recruitment of staff within the team.
- Ensuring that all staff have clearly defined job descriptions and understand their own and others' roles and responsibilities.
- Liaising with the HR Department regarding contract variations and staffing issues.
- Complying with their employment contract, terms and conditions, the Social Care Wales Code of Conduct and the agency's policies and procedures.
- Conducting regular supervision & appraisal of support workers and deputy managers.
- Attending, contributing and actively participating in their supervision and appraisal sessions.
- Maintaining and monitoring an administrative system to record details of service delivery in line with policy.
- Representing the agency in meetings with external professionals.
- Ensuring that the staff team have the skills to support the people we support assessed needs and access to their support plans and assessments.
- Designing a staff rota to ensure the needs of the people we support are met.
- Providing monitoring information to the Locality Manager and the Responsible Individual regarding service contract hours, the staff budget and compliance with the service contract.
- Ensuring that there is a staff training and development programme to meet the assessed needs of the people we support.
- Participating in training to help perform their role more effectively.
- Inducting new support workers and deputy managers.
- Providing on-going tuition and training for staff and deputy manager.

- Assessing the competence of support staff and deputy managers.
- Ensuring their own and staff compliance with the Consortium's policies and procedures.
- Liaising with the Locality Manager to contribute to the assessment of transport needs and the development of individual transport plans.
- Ensuring accurate records are kept regarding the maintenance and servicing of the vehicle.
- Ensuring all information is handled in accordance with the General Data Protection Regulation Act 2018 and the agency's policies.
- Assessing compliance of support staff and Deputy Manager with the Confidentiality Policy
- Ensuring service user plans promote dignity and privacy.
- Encouraging staff to treat the people we support with courtesy and to respect their race, culture, religion, disability, gender and sexuality.
- Ensuring the supply of nutritious, varied, balanced meals, to meet individual health needs.
- Ensuring that the people we support receive additional, specialist support and advice as required.
- Supporting the people we support to administer and control their own medication within a risk management framework.
- Working with the people we support and their supporters to develop support plans to meet identified health and clinical support needs.
- Working with the Clinical team to develop guidance and review support.
- Completing medication audits within the service and reporting any errors.
- Appointment of Support Workers and Deputies.
- Rota design and deployment of staff in a service area.
- Assessment of competency and probationary assessments of support workers and deputies.
- Coordination and chairing of meetings with the staff team.
- Immediate suspension of staff from a shift when the Registered Manager has become aware of inappropriate practice.
- To inform relevant others (e.g. CIW, safeguarding officers and internal departments) of changes to staff and other staffing issues e.g. Investigation and disciplinary issues.
- Development of support plans for individual people we support with involvement and agreement with the care managers and relatives.
- Completion of risk assessments.
- Make referrals to care managers regarding equipment needed to meet changing needs
- Development of the people we support financial support plans and authorise expenditure within agreed limits.
- Authorise expenditure from the 'Repairs & Renewals' budget.
- Authorise additional support hours on a temporary basis in response to unforeseen circumstances.

## **Person Specification – Registered Care Home Manager Tal Y Wern**



The Consortium expects that everybody who works for the organisation has appropriate skills and knowledge for their job role. This ensures that Consortium employs the best possible staff.

### **Qualifications**

#### **Essential:**

- Any or all of the following:
  - QCF / NVQ Level 4 Leadership and Management for Care Services
  - QCF / NVQ Level 4 Management (assessed in a care setting)
  - QCF / NVQ Level 4 Registered Manager Award
  - QCF / NVQ Level 4 Health and Social Care (Adults)
  - QCF Level 5
  - Must have an ongoing commitment to participate in training and development

#### **Desirable:**

- Training Assessing and Quality Assurance qualification / or equivalent:  
Assessors Award (D32/33 OR A1).

### **Experience**

#### **Essential:**

- Managing services for adults with Learning Disabilities
- Managing a staff team
- Team Management and Development
- Joint working within a multidisciplinary framework, other agencies and professionals.
- Ability to support and debrief staff
- Implementing active support
- Supervising and appraising staff
- Ability to consult service users and gain their views
- Ability to manage a budget
- Ability to produce information using multimedia tools
- Ability to coach staff to plan, implement and review daycare activities.
- Creating and maintaining staff rotas

## Skills

### Essential:

- Assessment and Care planning including development and monitoring of personal plans, outcomes, manual handling assessments and risk assessments
- Negotiation and joint working with other agencies and professionals
- Ability to work with families
- Ability to conduct presentations to individuals and groups
- Chairing Meetings
- Written communication skills including ability to complete relevant forms and documents accurately and write reports. Literacy to at least level 2 ( A\* - C grade GCSE) or equivalent or commitment to accepting support from CLC to achieve this level
- Use of IT including:
  - Word processing
  - File management
  - Use of emails
  - Use of internet
  - Using databases (Roster software) for data entry and production of simple reports
  - Using spreadsheets
  - Use of social media within the context of supporting people
  - Using computers and assistive technologies to support people to live more independently
  - Using multimedia methods of recording (or commitment to developing and using these skills) including taking photographs and films.
- Managing own workload and time
- Managing a budget. Numeracy to at least level 2 (A\* - C grade GCSE) or commitment to accepting support from CLC to achieve this level
- Assessing staff competence
- Ability to conduct supervision and appraisals
- Motivating others

## Knowledge

### Essential:

- Best practice in the areas of learning disability, Active Support, Inclusive Communication and Person Centred Planning
- Data protection and on-line security
- Skin bundle / skin care
- Infection Control
- Moving and Handling of people
- Medication management
- Bowel Awareness
- Regulation and Inspection of Social Care (Wales) Act.
- Social Services and Well- being ( Wales) Act
- Deprivation of Liberty Safeguards (DOLS)

## **Other Essential Requirements**

### **Essential:**

- If not already registered, must register with SCW as a Social Care Manager
- Current driving licence and be able to travel as required
- Business class 1 insurance (*You will be required to provide evidence of this*).
- Able to work the full range of hours needed to deliver services, which may include sleep-ins and wakeful nights
- To undertake a DBS check every three years