**JOB DESCRIPTION HOME MANAGER**

**JOB TITLE:**

Home Manager (Registered Manager / Duty Manager)

**RESPONSIBLE TO:**

Directors

**MAIN PURPOSE OF JOB:**

To take joint responsibility with the Compliance Manager to achieve the aims of the home for our residents, promoting a caring environment and a positive, supportive staff atmosphere.

Alongside the Compliance Manager, to lead by example at all times by practicing and promoting the Ethos and Philosophy of the home. To promote, be involved in and visibly present in the activities and events hosted by the home.

Oversee the day to day running of the home, including the care team to ensure that residents receive an exceptional level of care, which is responsive to changing needs and well-communicated to staff. To oversee other departments of the home (housekeeping and catering) to ensure smooth overall running of the home.

To ensure that each resident has a well-documented plan of care appropriate to their assessed individual needs. To ensure that the care provided at the Old Vicarage (and the documentation of) is person-centred, holistic and responsive to the individual resident’s changing needs. To be responsible for the welfare of all residents in your care, including; a monthly review of care, generating and updating a plan of care, risk assessment, risk management and making arrangements for appropriate referrals as required.

To support your Care Managers as they ensure staffing levels according to residents needs and to take overall responsibility for ensuring adequate staffing to meet the needs of the home.

To actively promote a pleasant and conducive working environment for the retention of staff which reflects in the ambience of the home, to the benefit of the residents. To oversee the provision of support and supervision and to ensure a zero-tolerance approach to staff bullying or negative influence. To find ways of managing performance issues in a timely, pro-active and supportive way. If disciplinary procedures are required, work alongside the Compliance Manager to follow correct procedures (using ACAS or legal guidance as required and ensuring Directors are aware).

To take a lead role in the safe management of medications and to ensure best practice policies are followed by medication trained staff.

To take joint responsibility with the Compliance Manager to ensure that the home is operating in accordance with CQC’s Framework and to ensure readiness for CQC inspection.

To report immediately to the Directors of Glebefield Care any safeguarding, Health and Safety or disciplinary issues or breeches which could affect the integrity of the home.

To prevent and control the spread of infection and to follow the home’s infection prevention and control policies.

**MAIN DUTIES:**

Home Manager responsibility

 Managing and overseeing the work of the whole staff team. This is to ensure continuity, safe practice and delivery of consistent high quality care in the home.

New resident

 To take lead responsibility for the booking and admission of new residents. Ensuring that adequate pre-assessment is carried out and that the home is able to cater to the potential new resident before accepting a booking.

* Alongside the Care Managers, assess the following:
* Whether the home is able to meet the care needs of the prospective resident.
* Whether the home is able to meet the safety requirements of the prospective new resident.
* To decide if the prospective new resident is suitable for the home, bearing in mind the existing residents requirements.

 Alongside the senior team, take a lead in deciding whether or not the Home is able to meet the care needs of any prospective resident during the assessment period of their stay.

Care plans

* Complete a resident review with a resident on every shift wherever possible (do not delegate this task other than in an emergency). Ensure that care needs are assessed and any complaints positively received and resolved where possible.
* To ensure that residents are regularly and accurately assessed for various risks. Where risks are identified ensure that there is a considered risk management plan in place which is understood by the care staff.

 To ensure that the care provided at the Old Vicarage (and the documentation of) is holistic, person-centred and responsive to the individual residents’ changing needs.

* Updating all resident care plans as the needs of a resident changes or as events occur. Re-typing as necessary.

 Following the audit of care plans, follow up on the completion of tasks highlighted.

Health and welfare of residents

*Please note that the Old Vicarage’s CQC registration is as a Residential Care Home only. To ensure that the home is complying with it’s CQC registration and within the scope of our insurance policy, we must ensure that we access advice and assistance from relevant healthcare professionals as required. As a Residential Care Home we are not registered or insured to assess or treat residents who are unwell or injured (other than in line with basic first aid training). To ensure the Home and individual staff members are not subject to legal action, it is imperative that the ‘Accessing Healthcare Professionals Procedure’ is followed at all times.*

To have an oversight on the provision of health care arrangements for each resident and appropriate referral to specialist services as required. This may include:

* Visits to or by Health Care professionals such as GP, District Nurse, Chiropodist, Optician, audiology etc.
* Hospital, Consultant & specialist health appointments and follow-up instructions.
* Referral to specialist services in response to assessed risks; SALT, Nutritionist, District Nurses, Community Psychiatric Nurse, Occupational Therapists, Physiotherapist or Falls Team.
* Regular advice sought from local pharmacy, in particular for audit and advice on specialist situations or medications as required.
* To have oversight and responsibility of ensuring that any head injury, suspected fracture or other potentially serious injury is referred to urgent/emergency medical assistance without delay. That staff feel supported and confident to do this in the absence of the Manager.
* Ensuring CQC are informed of any serious injury to a resident and the HSE to be informed of any serious injury to a member of staff.

MCA and DOLS

 To have an excellent understanding of the Mental Capacity Act (2005) and ensure that the home and its staff are practicing within those guidelines. To ensure that residents are allowed choice and independence and to discourage institutionalised practices.

* To ensure that where residents lack capacity, due processes are followed to ensure that advocacy or best interests decision are used where appropriate.
* In line with current Deprivation of Liberty Safeguards (DOLS), take responsibility for ensuring that authorisations are made to the local authority, where restrictive practices might be, or are being used to maintain the safety of residents who lack capacity.

Medications management

 In line with NICE guidelines and MCA (2005), take responsibility for ensuring that residents are able to have choice and independence with regards to the administration of their medications.

 Take a lead in ensuring that where residents choose to self-administer, that risks are assessed and mitigated in an appropriate and least restrictive way. Ensure that risk reduction plans are clearly documented and conveyed to staff.

 Take a lead role in the safe management of medications. To ensure the home is complying with the safe storage and administration of medications. This includes maintaining robust documentation, regular auditing and action planning.

* To oversee and carry out accredited training of the staff who administer medications and creams, and to ensure that best practice is followed through supervision and feedback.
* To ensure, by supervision and audit, that medications trained staff understand and follow the ‘Administration of Medicines’ procedure. That MARS and creams files are completed in line with procedures. Where there is non-compliance this must be addressed with the individual staff member.
* To ensure that you lead by example by having exemplary administration of medication practice, as per ‘Administration of Medicines’ procedure.
* To review and update the home’s medication administration policy and procedure, to ensure that it keeps up to date with best practice guidelines and safety information.

 To oversee and assist with the completion of medication audits and work with the Compliance Manager to address any issues of non-compliance.

 To participate in the 6 monthly external audit provided by our pharmacy to highlight any areas of practice to be improved upon. To discuss with the Compliance Manager any areas for improvement and plan to implement necessary changes.

Staff

* As Home Manager - to lead by example at all times, practicing and promoting the ‘Ethos and Philosophy’ of the home.
* To actively promote a pleasant and conducive working environment for the staff which reflects in the ambience of the home, to the benefit of the residents.
* To provide support and supervision and to ensure a zero-tolerance approach to staff bullying and negative behaviours within the staff group.
* To actively encourage learning on the job, by sharing knowledge and insight with staff and encouraging others to do the same.
* To find ways of managing performance issues in a pro-active and supportive way.
* Oversee and support the Care Manager to organise and complete supportive and confidential staff supervisions.
* Delivery of staff training and or supervision on specialist subjects.
* Teaching, coaching and mentoring of staff on an informal day to day basis, including sharing articles and experience of best practice.

Staffing levels

* To take responsibility for ensuring adequate staffing to meet the needs of the home.
* To support and oversee the Care Manager, to ensure the adequate planning of staffing to meet the needs of the home.
* Ensure that annual leave requests are granted in such a way as to afford the home adequate staffing levels throughout the year. *(Catering and Housekeeping staff will be organised by their respective managers, your input will only be in their absence or in a supportive role).*
* To encourage staff to fill advertised vacant shifts to ensure adequate staffing levels.
* To oversee the booking of any emergency cover required by agency staff if unable to fill the shift with our own staff. To double check any agency booking to ensure attendance.
* To be part of the on call rota between the hours of 4pm and 8am for any staff concerns or emergencies. In the event that a member of staff calls in sick for or during their shift, to arrange or provide staffing cover for the remainder of that shift. To make arrangements with the Care Manager, either for assistance with the shift or to arrange cover required for the next day.
* To be able to assist the care team in the event that adequate staffing is not achieved.
* To communicate with the Compliance Manager any concerns over staffing levels.

Safeguarding

 Alongside the Compliance Manager, to act as safeguarding lead for the home.

 To maintain regular safeguarding practitioner training with EDCC.

 Alongside the Compliance Manager, responsible for referral of any safeguarding concerns to the relevant authority.

* To discuss with the Compliance Manager any concerns (however minor) about staff or others with regards to low level safeguarding issues.
* To make the Directors aware of any safeguarding concerns and the plan for resolving them.

Complaints

* As per the Ethos and Philosophy of the home, promote a positive approach to complaints, where residents feel safe, happy and comfortable to complain.
* Ensure staff understand how to, and practice a positive response to receiving a complaint.
* Assist the Compliance Manager to investigate complaints and take appropriate actions in a timely way.

Audits

* To participate in forums, audits, and surveys to assist with upholding and improving standards of care and safety in the home.

Managerial

* In conjunction with the Compliance Manager take on managerial responsibility for the home.

 To work alongside the Compliance Manager and Senior Team, responding to, and managing situations as they arise.

* To analyse reported accidents to note any patterns or reversible causes, to aim at preventing further injury.

 To remain resident focused and to promote a positive culture around the home. Actively promoting the ethos and philosophy of the home and leading by example.

* Providing a welcoming atmosphere in the home, to visitors and relatives. Encouraging families to visit, stay for meals and treat the place ‘like home’. Building friendly and personalised relationships with the people most important to our residents.
* Ensure that each member of staff receives an annual appraisal.
* To be responsible for you own self-development. To keep yourself updated in current best care practice and to actively promote and teach others and share relevant articles.
* To provide an on-call availability for any care or staff related issues. Any building related issues to be responded to by the Business/Premises Manager. To be able to advise in his absence.
* To provide a management presence at larger scale events such as the Coffee Morning, Harvest Festival, the ‘At Home’ party, the Residents’ Christmas Party and other activities and events throughout the year.
* In the absence of the Compliance Manager, complete any CQC required information, submissions PIR etc and adequately prepare for inspection.

 To perform other such reasonable duties as may be required.

**Declaration:**

**I have read, understood and agree to comply with the above job description. I have been provided with a copy of this job description to keep for reference.**

**Signed………………………………........... Date……………………………..**