

Job Description

Job Title:	Caring Companions Area Manager
Responsible To:	Head of Care Operations
Directly Responsible for:	Domiciliary Care Services

Summary of Main Responsibilities

To ensure a high quality service is provided and maintained for all domiciliary 'Caring Companions' service users of the Independent Living Schemes, ensuring that the care and support provided meets the needs of individuals, whilst promoting and encouraging independence.

Main Duties and Responsibilities

Reporting to the Head of Care Operations, the Caring Companions Registered Domiciliary Care Area Manager is responsible for all aspects of domiciliary care. The post holders principal responsibilities are as follows;-

Manage the safety and quality of the service

- To have responsibility for the day to day running of the Caring Companions domiciliary care service
- Ensure that the care and support provided is of a high standards and complies fully with the requirements of the Care Quality Commission (CQC) standards and exceeds the fundamental standards
- Develop and maintain relationships with external agencies that provide services in the schemes, including liaising with health professionals, social services and the local authority, in order to ensure the wellbeing of the service users
- Carry out investigations relating to the quality of the service and use the findings to make improvements
- Address any service user complaints, or safeguarding concerns, related to the domiciliary care service; and ensure that these are addressed in timescales compliant with the Rapport Housing & Care's complaints policy
- Ensure compliance with the Rapport Housing & Care's policies and procedures relating to Domiciliary Care and Health and Safety
- Understand and monitor health and safety for domiciliary care Supervisors and service users (where applicable), and monitor and oversee infection prevention and control
- Maintain full and accurate records and reporting systems in accordance with legislation and the Rapport Housing & Care policies

- Liaise with the Independent Living Scheme's Housing Managers, as appropriate
- Ensure that live and archived staff files are maintained in compliance with The Data Protection Act and General Data Protection Regulations
- Implement and maintain quality management and improvement systems ensuring that all monitoring and audit requirements are followed through and that the systems and processes adopted by the services are efficient and effective and applied to day to day management and delivery of care
- Attend meetings as and when required
- Attend and take part in own supervision and appraisal sessions
- Manage the Caring Companions domiciliary care service in line with agreed business objectives and working within the given budget
- Work to promote equality and diversity, and eliminate discrimination for all the Rapport Housing & Care's service users, staff and volunteers.
- Be prepared to work flexibly to ensure the safe delivery of the domiciliary care service
- Ensure all monthly KPI's are submitted in a timely manner

Provide a service of excellence for service users

- Promote the rights of each service user and keep their wishes at the centre of their care and support, providing a person centred service
- Ensure that prior to each service commencing, an assessment and risk assessment with the service user, and/or their chosen representatives, has been completed including what the service user needs and would like to achieve from their care and support
- Ensure a written individually tailored care and support plan has been developed and agreed, that respects the service user's wishes and promotes their dignity and privacy. Agree appropriate risk control measures to reduce identified risks
- Provide the service user, and where appropriate their representatives, with information about the service so that they are clear about what to expect and how they can raise any concerns
- Apply excellent communication skills with service users, their families and representatives, staff and other health and social care professionals to deliver high quality domiciliary care services
- Keep all information about service users and their families secure and confidential

Lead and Manage Staff

- Provide information, guidance and ongoing supervision to enable Domiciliary Care Supervisors to effectively and safely carry out their roles. Carry out appraisals and monitoring of staff performance
- Manage effective recruitment and retention systems, in liaison with the HR department, including; induction and training of the, Supervisor's at each of

- the Independent Living Scheme's, Identifying ongoing training needs and ensuring staff are up to date with current best practice and statutory training
- Ensuring that all training data is inputted and ensure the provision of appropriate statutory training
 - Recording staff absence and where appropriate liaising with the HR department
 - To enforce disciplinary procedures where necessary, taking advice and guidance from the Rapport Housing & Care's HR outsourcing consultants
 - Ensure staffing levels are sufficient to meet the requirements of service users care packages
 - To ensure that Supervisors develop and maintain suitable and effective staff rota's
 - Participate in the on call service and ensure all emergency on-call issues are dealt with effectively, such as covering either directly or indirectly when Supervisors are sick or absent
 - To undertake the monthly payroll process
 - Where applicable, check all invoices and prepare for submitting to the Finance Team

Promote the Caring Companions Service

- To maintain at all times a dress code appropriate to the working environment and the Rapport Housing & Care
- Attend external meetings and represent the service in a positive manner, embedding the Rapport Housing & Care's ethos of high quality person centred, dignified care in all work
- Contribute and participate in the growth and development of the business, implementing domiciliary care initiatives

No job description can cover every issue that arises within the post, and the post holder may be required to carry out other duties as deemed necessary, commensurate with the principal function of the post and the capability of the post holder.

PERSON SPECIFICATION

Job Title: **Caring Companions Care Area Manager**

Competency	Performance Criteria
Professional Practice:	
Modelling best practice	<ul style="list-style-type: none"> • Demonstrate evidence of appropriate qualification and competence to undertake the post (level 5 NVQ or equivalent) • Domiciliary Care experience in the voluntary, public or private sectors • Excellent understanding of the needs of people who require care and support at home and the provision of domiciliary services in line with best practice • Willing to undertake training • Efficient and effective management and leadership skills • To demonstrate honesty, trustworthiness, reliability and respectfulness
Regulatory Requirements	<ul style="list-style-type: none"> • Working knowledge of Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 relating to domiciliary care and guidelines relating to Adult Protection framework • Enhanced Disclosure from the Disclosure and Barring Service
Internal Controls	<ul style="list-style-type: none"> • Experience of managing and working within budgets, and using measures of income and expenditure to plan and validate proposals
Health & Safety	<ul style="list-style-type: none"> • Current knowledge of H&S legislation etc. • Application of H&S practices • Health and Safety risk assessment
Information Technology	<ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, EXCEL and Outlook • Use of IT to facilitate and support improvements to services, good communications and useful Management Information
Planning & Control:	
Management of staff & teamwork	<ul style="list-style-type: none"> • Ability to build, lead and motivate a team • Manage conflict, disciplinary action etc. • Effective use of staff resources • Manage the development of staff • Manage excellent and below standard performance • Develop a delivery-focused environment

Management of diversity	<ul style="list-style-type: none"> • Demonstrate awareness of different values, cultures and needs amongst service users, staff and communities • Recognise and work to meet where possible the diverse and unique needs of each service user • Strong commitment to non-discriminatory care practice
Influencing Others	<ul style="list-style-type: none"> • Ability to have ideas accepted even in the face of initial opposition • Negotiate effectively, both over points of difference and financially
Effective communication	<ul style="list-style-type: none"> • Excellent communication skills - both written and verbal • Ability to communicate effectively at all levels within and external of the Rapport Housing & Care using appropriate styles with different groups, e.g. staff, service users, relatives
Leadership	<ul style="list-style-type: none"> • Commitment to providing excellence in Care services • Effective leadership styles; directive and supportive coaching, training, delegation • Think ahead and plan • Demonstrate a positive attitude towards change • Act as a role model
Development of Self and Others	<ul style="list-style-type: none"> • Evidence of keeping up to date with related issues • Take on further responsibilities • Undertake relevant training and development • Develop a culture of lifelong learning among staff • Self-motivated and keen to learn. Willing to seek guidance when needed and follow instructions
Organisational skills	<ul style="list-style-type: none"> • Strong ability to prioritise • Problem solving abilities • Consistently meet deadlines and advise of any problems early • Ability to function effectively under pressure and in a crisis
Operational Requirements:	
	<ul style="list-style-type: none"> • Valid full driving licence • Valid vehicle business insurance • Flexible approach to working hours as required
Personal Attributes:	
Mutual support	<ul style="list-style-type: none"> • Be aware of support needed by others and identify and address any issues at an early stage where possible • Consider how actions could support others • Be prepared to give encouragement and offer assistance or advice when needed

Communication skills	<ul style="list-style-type: none"> • Explain things logically • Keep to the point • Style that is warm, caring and friendly • Express ideas confidently and in an assertive manner where required • Caring and compassionate towards people in need of care and support
Interpersonal sensitivity	<ul style="list-style-type: none"> • Tailor style and service to meeting individual's needs • Build rapport with customers, colleagues and staff • Demonstrate a pleasant, professional manner
Judgement	<ul style="list-style-type: none"> • Knowledge of how to recognise abuse and safeguarding and implement procedures where relevant • Ask questions to gather necessary information • Weigh the advantages and disadvantages of a course of action before reaching a decision • In the absence of all relevant information defer making a decision until all the necessary extra data is gathered, referring to Head of Care Operations when necessary

TRAINING REQUIREMENTS

The duties of the post necessitate the following essential training elements being completed subsequent to employment.

Training Element
<ul style="list-style-type: none"> • NVQ level 5 or equivalent • Experience in a senior management role • Understanding of finance and managing budgets • Moving & Handling • Adult Protection • Fire Awareness • First Aid Awareness • Basic Health and Safety • Interpreting behaviour • Discipline/Grievance • Managing Complaints • Equality & Diversity