



## ROLE PROFILE

<b>POSITION</b>	<b>Extra Care Registered Manager</b>		
<b>TEAM</b>	Extra Care	<b>LOCATION</b>	Miners Court, Redruth
<b>VERSION</b>	10	<b>LAST UPDATED</b>	November 2018

<b>PURPOSE OF ROLE</b>	<p>To be the Registered Manager with the Care Quality Commission, of the Extra Care and Day Centre services, taking responsibility in accordance with the CQC requirements and Legislation.</p> <p>To provide supportive leadership and management to the Extra Care and Day Centre Teams, resulting in a productive and harmonious working environment.</p> <p>To manage the delivery of care and support services to customers within the service.</p> <p>To be responsible for the coordination and delivery of a high quality Care and Support service, which promotes independence and meets the needs of all customers; and which responds to changing customer and community needs.</p>
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## KEY ACCOUNTABILITIES

1. To be responsible, through registration with the Care Quality Commission (CQC), for the delivery of the Extra Care and Support services (including Day Centre) and as detailed in individuals' personalised Care and Support Plans.
2. Develop, maintain and own the CQC Key Lines Of Enquiry and Provider Information Return documents, ensuring progress towards identified improvements fall in line with agreed timescales.
3. To promote a positive and harmonious working environment, encouraging group and individual reflection and maintaining a level of positive staff morale.
4. Work with other professionals, internally and externally, to ensure the service customers receive is holistic and effective.
5. Ensure adequate supervision of Deputy Managers, Seniors and Care and Support Assistants in line with the CQC requirements for frequency of every 4-6 weeks.
6. To ensure effective and open communication with staff through monthly team meetings and corporate staff briefings and with customers and outside agencies. This includes group wide communication being passed to front line workers and promoting the ethos of 'One Coastline'.
7. To manage all aspects of office administration, including relevant financial processes.
8. To deliver the service within budget and to manage and control the service budget within parameters agreed with the Homes & Communities Theme Lead.

9. To be responsible for the quality and quantity of outcome focused Care and Support Plans and individual Risk Assessments and take action appropriately to achieve desired outcomes and meet performance targets through the application of a comprehensive quality assurance audit system for each individuals plan.
10. To ensure compliance with the 'Fundamental Standards' (regulated by CQC) and other regulatory and contractual requirements, in the delivery of the service.
11. Maintain records in order to meet the contract requirements, including contract performance and outcome returns required under the contract.
12. Undertake inductions for new staff within their first week of appointment, providing on-going support in order to complete their Care Certificate and induction checklist and by nominating mentors from within the team to assist new colleagues.
13. Ensure that regular probationary review meetings are undertaken with new staff, within the first 6 months of employment.
14. To carry out regular health and safety checks of workplaces and equipment, and undertake risk assessments, ensuring quality checking is in place.
15. Undertake regular staff appraisal and identify and agree training needs, liaising with the HR department as needed, to access financial support through the Company's training plan.
16. Manage recruitment processes, in accordance with Company procedures, to ensure high quality appointments to the service team and maintain a 'bank' of care and support staff for the service.
17. To monitor staff performance to produce optimal outcomes, accounting for customer feedback and input from other professional agencies, for example health care professionals, social services caseworkers, voluntary agencies.
18. To maintain customers' satisfaction with the service and undertake customer surveys in conjunction with the Homes & Communities Theme Lead.
19. To maintain positive relationships and regular contact with key stakeholders, particularly associated with the meals service and hairdressers.
20. Encourage a pool of volunteers to bring added value to the service.
21. To respond to emergency out of hours calls and other emergencies as appropriate in line with the Business Continuity Plan.
22. Ensure the timely completion of statutory notifications are reported to the CQC.
23. To be responsible for complying with Safeguarding Adults policies and procedures and the associated alert process.
24. To be flexible and prepared to cover for other Managers in their absence.

#### GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.
6. Comply with the company's Lone Working Policy and Procedure.

7. To carry out any other duties appropriate to the post as required or directed by the Homes and Communities Theme Lead.

## REPORTING

- Reports to Homes and Communities Theme Lead.
- Responsible for Deputy Managers, Seniors, Front of House and Extra Care and Support Assistants

## CONTACTS

### Internal

- Customer Access Team
- Finance, IT, HR, Communications Team.
- Housing Services
- Technical Services
- Coastline Services

### External

- Cornwall Council Children, Families and Adults
- GPs / Primary Care Trust
- Cornwall Council
- Residents Next of Kin / family / Emergency Contacts
- Contractors
- Housing / Support Providers and Voluntary Agencies
- Emergency Alarm Centre

## PERSON SPECIFICATION

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<b>QUALITY</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Leadership and/or Management qualification</li> <li>• Qualified to a minimum of GCSE Grade C in English and Maths, or equivalent</li> <li>• Level 5 Diploma in Leadership and Management of Health and Social Care Services (or be prepared to work towards)</li> </ul>	<ul style="list-style-type: none"> <li>• Diploma Level 3 in Care or equivalent</li> <li>• Educated to degree level</li> </ul>
<b>Experience, Knowledge and Understanding</b>	<ul style="list-style-type: none"> <li>• Experience of working with older people and/or people with a disability in a caring capacity for a period of at least two years during the last five</li> <li>• The ability to gain Registration with the Care Quality Commission as Registered Manager, within six months</li> <li>• Previous experience of leading and managing a team</li> <li>• Knowledge of 'Fundamental Standards' and relevant care legislation</li> <li>• Experience in the completion of needs and risk assessments</li> <li>• Knowledge and experience of Safeguarding Adults'/Children's policies and procedures</li> <li>• Experience of successful partnership working</li> </ul>	<ul style="list-style-type: none"> <li>• Previously/currently a CQC Registered Manager</li> <li>• Knowledge of Extra Care services</li> </ul>
<b>Job Related skills</b>	<ul style="list-style-type: none"> <li>• Possess aspirational leadership skills</li> <li>• Fully computer literate and experienced in working with the Microsoft Office suite</li> </ul>	<ul style="list-style-type: none"> <li>• To be creative in facilitation of consultation and social activities for customers</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to positively manage change</li> <li>• Ability to use initiative and accept responsibility for decision making</li> <li>• Report writing skills</li> <li>• Ability to plan and prioritise own and others' workload</li> <li>• Ability to develop new initiatives</li> <li>• Flexible approach and willingness to cover other Managers in their absence</li> <li>• Willingness to respond to emergency out of hours calls and other emergencies as required</li> <li>• Excellent interpersonal and communication skills including the ability to act with tact and diplomacy</li> <li>• Ability to cope well under pressure, in an emergency situation</li> <li>• Good team player</li> <li>• Commitment and understanding of Equality and Diversity.</li> </ul>	
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>• Compassionate and respectful understanding of the general health and wellbeing of others</li> <li>• Professional and friendly</li> <li>• Energy, enthusiasm and creativity</li> <li>• Ability to demonstrate our Values: <ul style="list-style-type: none"> <li>○ Put our customers first</li> <li>○ Be open honest and accountable</li> <li>○ Strive to be the best</li> <li>○ Value each other</li> </ul> </li> <li>• Hold the ability to undertake further professional training and development in response to changing service needs</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Full driving licence and access to a car for business use</li> <li>• Enhanced DBS Certificate</li> </ul>	