

Job description and person specification

- Job title: Registered Home Manager
- Reports to: Regional Director of Operations
- Accountable to: Senior Director of Operations
- Location:

Main purpose and scope of the job

The post holder will be accountable for the operational functioning, strategic development and business success of the home whilst working in partnership with senior managers and colleagues in other departments and to ensure the provision of a high quality service enabling individual needs and organisational priorities to be met in accordance with available resources.

The role requires you to demonstrate commercial awareness and use a combination of clinical, business and operational skills to create a service, which has an excellent reputation as a preferred provider with customers and is highly rated by the Care Quality Commission (CQC). Success in this role will require competence in a number of key business areas and an ability to be equally results and people-focused.

This is both an inward and outward focused position demanding attention to multiple factors including but not limited to ; quality initiatives; structured service development; collection, analysis and interpretation of data; financial management; customer relationships; competitor awareness and marketing to ensure business sustainability and success.

The post holder will ensure colleagues within the home feel well led, developed, supported and invested in; promoting a culture of lifelong learning through mentorship and clinical supervision resulting in delivery of exceptional quality of safe, person centered care.

The post holder will act as a role model for colleagues by providing effective implementation of the Exemplar Health Care service philosophies and business strategy. The role requires participation in the local 24/7 on-call system which includes providing on-site attendance and cover where required in the absence of a qualified nurse to ensure business continuity.

About Exemplar Health Care

Exemplar Health Care's mission

Our mission is to make *every day better* for the people we support *and* our colleagues.

Exemplar Health Care's vision

Our vision is that adults living with complex needs can access outstanding specialist care and support, in a community-based home that's close to their family and friends, and that's focused on their personal goals and outcomes.

Exemplar Health Care's values

Our values express what it's like to work at Exemplar Health Care and our colleagues should make these a part of everything that they do. We're looking for people whose personal values match our values of:

- Fun
- Integrity
- Responsive
- Success
- Teamwork

Read more about our values [here](#).

Key responsibilities

- Accountable for all Care Quality Commission, Regulatory, Statutory and quality monitoring requirements.
- Provide clinical oversight and hold clinical accountability for delivery of safe and effective care.
- To ensure the home is appropriately resourced and develop pro-active plans to reduce vacancies or reliance on agency staffing.
- Be accountable for the safe recruitment process of new colleagues.
- Deliver clinical supervision and the appraisal/PDR process.
- Ensure that detailed action plans are designed and maintained to drive continuous service improvement.
- Ensure that service user safety is paramount and maintained through robust clinical governance structures.
- To ensure that the service has a positive leadership culture concerning service delivery, safeguarding and whistle blowing.
- Analyse and submit statistical data and reports on time.
- When attending business KPI reviews, present knowledgeable information and feedback.
- Hold operational accountability for the occupancy and financial performance of the home.
- Responsible for achieving occupancy and revenue against target.
- Responsible for managing the profit & loss (P&L) of the home and actively chase-aged debt.
- Ensure that the standards of care delivery meet contract specifications; this includes spot purchase contracts and frameworks.
- Ensure that the home complies with standards of the Health & Social Care Act 2012.
- To encourage and support good communications with all MDT members, primary and secondary support service, CHC, CCG's, NHS Trusts and Local Authority commissioners.

You may be expected to undertake personal care of male and female service users as part of the role which could include washing, dressing, and providing support with toileting and if required continence care, oral care, grooming, use of specific equipment to move a service user safely and supporting service users to eat and drink.

Referral management

- Assess referrals within policy timescales and produce high quality reports ahead of funding panels.
- To identify marketing opportunities and develop a marketing plan.
- Demonstrate effectiveness in developing and maintaining relationships with key customers to maximise effective communication.
- Maximises bed occupancy and minimises vacant bed days by ensuring proactive engagement with local Commissioners and Care Co-coordinators.
- Maintain a pipeline of referrals in anticipation of planned and unplanned discharges. Ensure there is an identified care pathway between the home and the OneCare service to ensure continuity of care.

Quality Assurance

- To implement and maintain an effective quality assurance programme to promote high quality best practice and continuous improvement of service.
- Be accountable for facilitating a programme of clinical and operational audit and taking action as required as a result of audit findings.
- To ensure quality and safe practice in all activities relating to service user care by putting systems in place to guide, monitor and evaluate care and services provided.
- Ensure readiness for CQC inspection through the maintenance of process and procedures aligned with the KLOE framework.
- To ensure that visits by such bodies as the Care Quality Commission, are facilitated effectively, and that all subsequent correspondence and actions are appropriately managed.
- Assist as required with the review and development of Company Policies and Procedures.
- In partnership with the senior management team participate in the strategic development of the organisation and assist with the identification and development of strategies for the planning and delivery of quality, innovative specialist services.

Health and safety

As an employee of Exemplar Health Care Health Care, the post holder has a duty under the Health and Safety at Work Act 1974, to: -

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the service, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
- Recognise the personal right of the service user to positive risk taking in promoting their own recovery, working within identified guidelines.
- Have a general duty to take reasonable care for the health and safety of self and others who may be affected by their acts or omissions at work. All safety rules, regulations and codes of practice relating to the work area should be observed.
- Report all accidents, dangerous occurrences, incidents and hazards in line with company policy.

- Respect confidentiality relating to information gained through employment with the organisation and to ensure information is not disclosed to any unauthorised person/agency.

Safeguarding

Colleagues are required to take responsibility in all areas of work for safeguarding people at risk (both adults and children) from any form of abuse or neglect. When delivering care and support, colleagues are required to comply with the requirements of legislation relating to care in the UK, including the Care Act (2014) and Mental Capacity Act 2005, which incorporates the Deprivation of Liberty Safeguards (DoLS).

To comply with the Exemplar Health Cares' Safeguarding Children and Adults policies, procedures and protocols, all individual colleagues (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults.

This will require you to:

- Ensure you are familiar with and comply with local Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
- Ensure you are familiar and comply with the Local Multi Agency Safeguarding Vulnerable Adults plans and procedures.
- Ensure you are familiar and comply with local protocols and systems for information sharing.
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct

Data protection

The post holder must at all times respect the confidentiality of information in line with the requirements of the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

This job description may be subject to review and appropriate modification. The post holder may be required to undertake other relevant and appropriate duties as reasonably required.

I confirm I have read and understand this Job Description.

Name of post holder:

Signature:

Date:

Person specification – Home Manager

Qualifications and Training

	Essential	Desirable	How assessed
Registered first level nurse with current pin number* or equivalent experience	Yes		Application Form , Certificates
Training certificate or qualification i.e. 730, PTTLs, Mentor qualification or assessor /supervisor training	Yes		Application Form ,Certificates, Interview
Post qualification training and CPD		Yes	Application, Interview, certificates
Completion of a leadership programme		Yes	Certificates

Skills, Experience and Ability

	Essential	Desirable	How assessed
Minimum 3 years post NMC registration experience*	Yes		Application, Interview
Experience of auditing and quality assurance processes	Yes		Application, Interview
Ability to dealing with patients or service users with challenging behaviours	Yes		Application, Interview
Good understanding of MCA and DoLS procedures	Yes		Application, Interview
Good command of Word, Excel and Outlook		Yes	Application, Interview, certificates
Able to collect, research and analyse /interpret data	Yes		Application, Interview, Case study
Familiar with admission and discharge planning		Yes	Application, Interview,
Effective Time Management	Yes		Application, Interview, Assessment Centre
Ability to prepare and implement business plans			Application, Interview,
Can work under own initiative	Yes		Application, Interview
Can both mentor and coach students and team members	Yes		Application, Interview,
Excellent oral and written communication skills	Yes		Application, Interview, QUEST assessment
Familiar with admission and discharge planning		Yes	Application, Interview
Effective Time Management	Yes		Application, Interview

Ability to prepare and implement business plans			Application, Interview
Knowledge of care home regulations and governance frameworks	Yes		Application, Interview, Case Study
Experience of developing, applying and reviewing an evidence-based approach to decision making		Yes	Application, Interview
Can adapt leadership style to that of the individual team member	Yes		Application, Interview, Presentation
Can demonstrate a high level of emotional intelligence	Yes		Application, Interview, Assessment
Financial management and budgeting experience	Yes		Application, Interview, Assessment, P&L exercise
Builds relationships and networks effectively	Yes		Application, Interview, QUEST assessment
Can deal with conflict effectively	Yes		Application, Interview, Assessment or QUEST assessment
Can work towards demanding targets /meet objectives	Yes		Application, Interview, QUEST assessment

Attitude and Behaviours

	Essential	Desirable	How assessed
Demonstrates the Exemplar Health Care values	Yes		Application, Interview
Strong patient or service user focus	Yes		Application, Interview, SU on panel or visit to the Home
Calm and conscientious	Yes		Application, Interview, QUEST assessment
Flexible working style	Yes		Application, Interview
Ability to challenge in a professional manner	Yes		Application, Interview
Can-do attitude	Yes		Application, Interview
Can motivate self and others	Yes		Application, Interview, QUEST assessment
Desire for constant improvement in service provision	Yes		Application, Interview
Ability to work flexibly to meet business needs	Yes		Application, Interview