

Registered Care Home Manager

Job description and person specification

As a Registered Care Home Manager with Exemplar Health Care, you won't just manage your home, you'll be the heartbeat of everything that happens there.

In this role, you'll be responsible for the operational functioning, strategic development and business success of your home.

You'll ensure the provision of a high-quality service which meets people's complex needs.

This is both an inward and outward focused position, demanding attention to multiple factors including:

- quality initiatives and improvement
- structured service development
- the collection, analysis and interpretation of data
- financial management
- customer engagement.

The role requires commercial awareness and the use of clinical, business and operational skills to create a service which has an excellent reputation and is highly rated by Care Quality Commission.

As a manager, you'll role model Exemplar Health Care's values and ensure your team is well-led, developed, supported and invested in.

You'll promote a culture of lifelong learning resulting in the delivery of exceptional safe and person-centred care.

The people we support are individuals – and we embrace that – so every day will be different.

That said, there are key things you'll be responsible for.

Your role is likely
to include:



Home management

You'll ensure people receive the best possible care by:

- ensuring your team provides the highest standards of person-centred nursing care, based on latest evidence and best practice
- being accountable for all CQC, regulatory, statutory and quality monitoring requirements
- having clinical oversight of your home and holding clinical accountability for the delivery of safe and effective care
- ensuring people's safety is paramount and maintained through robust clinical governance structures
- ensuring standards of care meet contract specifications including spot purchase contracts and frameworks
- ensuring your home has a positive leadership culture around service delivery, safeguarding and whistleblowing
- taking on the role of Safeguarding Lead within the home to ensure the safety and well-being of individuals, alongside investigating allegations thoroughly
- ensuring all colleagues are appropriately trained and understand the safeguarding policy and procedures, as well as providing advice when needed
- making referrals to key safeguarding agencies, (e.g Local Authority Safeguarding Teams or Police) and notifying CQC of any abuse or allegations of abuse
- monitoring and reviewing safeguarding records and incidents to analyse lessons learned and prevent similar abuse or neglect
- attending business KPI reviews to present data, information and feedback on your home

- providing a visible presence in the home so that people can ask questions, make suggestions and raise concerns - and responding appropriately and in a timely manner
- participating in the on-call system which includes providing onsite cover in the event of emergency and/or to ensure business continuity.

Referral management and occupancy

You'll oversee referrals and occupancy in your home by:

- holding operational accountability for the occupancy and financial performance of your home
- assessing referrals within policy timescales and producing high quality reports ahead of funding panels
- developing and maintaining relationships with key stakeholders
- proactively engaging with local commissioners and care coordinators to maximise occupancy
- identifying opportunities to promote your home
- maintaining a pipeline of referrals in anticipation of planned and unplanned discharges
- achieving occupancy and revenue against targets
- analysing and submitting statistical data and reports on time
- managing the profit and loss of your home and actively chasing aged debt.

Recruitment

You'll ensure your home has a safe, confident and competent workforce by:

- developing proactive plans to reduce vacancies and reliance on agency staff to ensure it's appropriately resources
- being accountable for the safe recruitment of new colleagues
- selecting, interviewing and developing colleagues to ensure the home has the right skills and experience mix

- ensuring nursing and care colleagues are effectively trained and your home's compliance for mandatory and statutory training and job essential training meets the company target
- implementing a positive workplace culture which fosters positive engagement
- delivering clinical supervision and the supervision/PDR process.

Quality

You'll ensure that the home's practice meets the required standards by:

- implementing and maintaining an effective quality assurance programme to promote best practice and continuous improvement
- being accountable for clinical and operational audits in the home, and ensuring that action plans are completed
- putting systems in place to guide, monitor and evaluate care
- ensuring detailed action plans are designed and maintained to drive continuous service improvement
- ensuring your home is ready for CQC inspection at all times
- facilitating visits from regulatory bodies such as CQC, and managing subsequent correspondence and actions
- implementing company policies and procedures
- working with the senior management team to participate in the strategic development of the home and the wider organisation
- ensuring that your home complies with the Health and Social Care Act 2012.

General

You'll also be responsible for:

- maintaining the high profile and positive reputation of the home within the community

- making positive contributions to all quality and best practice measures/processes
- demonstrating a positive and proactive attitude toward developing new digital knowledge and skills, embracing innovative technologies
- ensuring that people's and the home's property is safe at all times, reporting any lost property
- building great relationships with families, friends and visitors, sharing compliments and escalating concerns when required
- reporting all compliments, feedback and complaints
- reporting any defects, damage, theft, breakages and hazards that could cause harm
- complying with company policies and procedures
- undertaking appropriate learning and development to ensure compliance
- sharing and modelling the company values and expected behaviours
- acting in accordance with workplace legislation and requirements including health and safety, data protection and equality and diversity
- participating in the supervision process
- maintaining an awareness of your own wellbeing by recognising its importance, taking proactive steps to support and improve it, and effectively managing stress and anxiety to ensure safe, compassionate, and consistent care delivery
- participating in all employee engagement activities including team meetings as required and the annual colleague survey.

This job description may be reviewed. You also might need to carry out other appropriate duties as reasonably required.

Who you are

Just like the people we support, every member of our team is different and offers something new. Yet there are some characteristics you'll need to be a great Registered Care Home Manager.

You'll be the kind of person who:

- has strong experience as a Registered Manager, ideally in a complex care setting
- has a thorough understanding of nursing care best practice for adults living with complex needs
- demonstrates an excellent range of clinical, business and operational skills
- has excellent knowledge and experience of the assessment, admission and discharge process, including care planning
- is a good role model and be able to motivate, coach, teach and/or support colleagues at all levels
- treats all colleagues, visitors and people we support with dignity and respect
- has excellent written and verbal communication skills
- has good working IT knowledge and digital skills
- complies with regulatory requirements for quality and safety and meet CQC standards.

Our values – and yours

The values we hold tell you what it's like to work at Exemplar Health Care. It's important every team member makes them part of everything they do.

To be a successful Registered Care Home Manager, you'll need to show us you share our values:



Each of these values is crucial.

Yet no matter your role, we expect you to make life fun for our people and your colleagues.

To understand more about what fun means to us and how we make it happen, take a look at what we're up to on our [Facebook page](#).

Your qualifications and training

To apply for this role, you must have a first level nursing registration with a valid Nursing and Midwifery Council (NMC) pin, and a training certificate or qualification.

(In some circumstances, we'll recruit a Home Manager who isn't a Registered Nurse but has equivalent experience. Please contact us if you're interested.)

Induction

Our welcome induction covers everything, from mandatory and statutory training to the things you need to know about the home you'll be part of.

You'll have training in key areas such as moving and handling, safeguarding, person-centred care, and infection prevention and control. Our Behaviour Support Team will also provide Exemplar Positive Behaviour Support training.

After that, you'll do a role-specific induction in your home, with the support of a buddy.

Ongoing learning

You'll have regular supervisions and performance development reviews with your manager.

Together, we'll celebrate your achievements, address any issues, and look at your progress and career aspirations.

You'll be given plenty of opportunities to learn more and advance your career, if you wish.

There are lots of opportunities to continue learning and progress your career if you wish, including to:

- Commissioning Manager
- Regional Director of Operations
- Managing Director
- Central Services e.g. Quality Manager or Audit and Regulation Manager.

We ask that you:

- attend and complete your induction
- take part in all planned training we offer, both eLearning and face-to-face
- continue to learn on the job, especially during your first few months with us
- go to your supervisions and performance development reviews when your manager invites you
- commit to learning and keep your skills and knowledge up to date.

Who we are

At Exemplar Health Care, we provide nursing care for adults living with a range of complex needs arising from dementia, neuro-disabilities (including brain injuries and Huntington's disease), mental health conditions and physical disabilities.

We also have a number of registered services to support people with a learning disability.

Exemplar Health Care has more than 50 care homes across the UK, where the people we support, their needs and their stories are all different.

Yet in all of our homes, one thing remains the same: we empower people to maximise their independence and live life to the fullest.



Our mission

To make *every day better* for the people we support, and our colleagues.



Our vision

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

What makes Exemplar Health Care different?

Here are some of the things that our Registered Care Home Managers love about working with us.



Clinical support in your home

You'll be supported by a Clinical Nurse Manager as well as Unit Managers, Registered Nurses and trained Health Care Assistants.



High staffing levels

We staff to individual need, giving you, and your team, the time to truly care.



Dedicated support from Senior Management Teams

You'll be supported by a Regional Director of Operations who oversees a small number of homes, so they have time to provide hands-on support.



Centralised support functions

Our central support functions include our Audit and Regulation, Quality, Finance, Recruitment, HR and Learning and Development Teams.



Learning and development opportunities

Our learning and development opportunities include CPD certificated training and our in-house Leadership Pathway programmes.



We're growing

We're opening several new care services over the coming years, which brings lots of exciting opportunities to progress.

Person specification

– Registered Care Home Manager

	Essential	Desirable	How assessed
Qualifications			
First level nursing registration with current NMC pin	Y		Application, interview, certificates
Leadership and management training, certificate or qualification e.g. 730, PTLLS, mentor, assessor or supervisor training	Y		Application, interview, certificates
Post-qualification clinical training and/or CPD		Y	Application, interview, certificates
Experience			
Minimum three years' experience post NMC registration	Y		Application, interview
Experience in a management position in a complex care service	Y		Application, interview, certificates
Experience of auditing and quality assurance processes	Y		Application, interview, case study

	Essential	Desirable	How assessed
Experience of supporting adults who display behaviours of concern	Y		Application, interview
Experience and understanding of the admission procedure and discharge planning, ideally for adults living with complex needs		Y	Application, interview, QUEST assessment
Abilities, knowledge and skills			
Good digital skills including working knowledge of Word, Excel and Outlook	Y		Application, interview
Excellent written and verbal communication skills	Y		Application, interview, QUEST assessment
Time management and delegation skills	Y		Application, interview
Works on own initiative	Y		Application, interview
High level of emotional intelligence	Y		Application, interview
Financial management and budgeting	Y		Application, interview
Ability to manage conflict	Y		Application, interview

	Essential	Desirable	How assessed
Ability to challenge in a professional manner	Y		Application, interview
Ability to adapt leadership style to that of individual team members	Y		Application, interview, presentation, QUEST assessment
Role specific skills and knowledge			
Ability to collect, research analyse and interpret data	Y		Application, interview, case study
Ability to prepare and implement business plans	Y		Application, interview, certificates
Ability to build internal and external relationships and networks effectively	Y		Application, interview, QUEST assessment
Ability to develop, apply and review an evidence-based approach to decision making	Y		Application, interview
Detailed knowledge of care home regulations and governance frameworks	Y		Application, interview, case study
Detailed knowledge of the Mental Capacity Act and	Y		Application, interview

	Essential	Desirable	How assessed
Deprivation of Liberty Safeguards			
Values, attitudes and behaviours			
Demonstrates the Exemplar Health Care values	Y		Application, interview
Strong service user focus	Y		Application, interview, service user panel or home visit
Calm and conscientious	Y		Application, interview, QUEST assessment
Flexible working style	Y		Application, interview
Can-do attitude	Y		Application, interview
Willing to learn and develop	Y		Application, interview
Can motivate self and others	Y		Application, interview
Desire for service improvement	Y		Application, interview

If your application is successful, you'll be required to follow our data protection, health and safety, and safeguarding policies. Full training will be provided.

Health and safety

As an employee of Exemplar Health Care, you have a duty under the Health and Safety at Work etc. Act 1974 to:

- take reasonable care of your own health and safety and that of all other persons who may be affected by your acts or omissions at work
- co-operate with your employer to ensure compliance with health and safety legislation, policies and procedures
- observe and follow all health and safety rules, regulations and codes of practice
- recognise the rights of the people we support to take risks to promote their own recovery
- 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
- 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 ensure information is not disclosed to any unauthorised person/agency.

Safeguarding

Exemplar Health Care is committed to safeguarding all children and vulnerable adults, and expects all colleagues and volunteers to share this commitment.

As an Exemplar Health Care employee, you have a duty to protect our residents and colleagues 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, the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards (DoLS).

You'll learn more about safeguarding in your induction, but it might be helpful to do some research before you start working with us.

To comply with Exemplar Health Care's safeguarding children policy and abuse and safeguarding policy, all colleagues (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults.

This requires you to:

- familiarise yourself, and comply with, local child protection procedures and protocols for promoting and safeguarding the welfare of children and young people
- familiarise yourself, and comply with, local multi-agency safeguarding vulnerable adults plans and procedures
- familiarise yourself, and comply with, protocols and systems for information sharing

- know how to report safeguarding concerns
- participate in required training and supervision
- comply with required professional boundaries and codes of conduct.

You'll learn more about safeguarding during your induction and will be shown all relevant policies and procedures.

Data protection

At all times, you must 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, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

You'll learn more about data protection, as relevant to your role, during your induction.