

# **Embrace UK COMMUNITY SUPPORT CENTRE (Embrace UK)**

## **JOB DESCRIPTION**

**Job Title:** Registered Manager

**Salary:** £27,000 per Annum (inc)

**Responsible to:** Executive Director

**Responsible for:** field staff with the defined geographic area

### **Purpose of the position:**

To manage and grow an effective and efficient home care service within a defined geographic region, through a team of suitable qualified and supported staff, to the benefit of the service users who will be using our home care service by providing '*person and family centred*' high quality care.

### **Key responsibilities**

1. To ensure the provision of high quality care services to vulnerable people living in their own home
2. To manage and deploy teams of Care Workers who provide care and support to vulnerable adults
3. To ensure consistent application of companies policies, procedures and approved practice and to promote the aims of Embrace UK Community Support Centre
4. To participate in and contribute to the strategic management of Embrace UK Community Support Centre.
5. To ensure all statutory obligations are fully met
6. To meet and exceed all financial/growth targets

## Specific responsibilities

1. To ensure that Embrace UK Community Support Centres supervision and appraisal policy is implemented for all staff including supervision and appraisal.
2. To ensure that scheduling is carried out efficiently enabling Care Staff to spend the allocated care time with each service user
3. To ensure that Care Staff follow the agreed care and service user plans with particular reference to visit length, and work in a manner which meets or exceeds the Essential Standards for Quality and Safety (ESQS).
4. To ensure that appropriate records are kept within the Service Users home
5. To ensure that all visits, including times, are confirmed by timesheets signed by the service user and Care Worker (with the exception of service users notified as unable to sign)
6. To ensure that sufficient staff are recruited to fulfil the needs of service users
7. To liaise with the Team Leaders and Quality/Training Managers to plan marketing activity and spend, and make recommendations to the Managing Director
8. To ensure that the Company recruitment procedure is adhered to
9. To ensure that all care staff successfully undergo all training required to meet the requirements
10. To ensure that all staff are capable and confident to carry out their roles by identifying development and training needs. To source and recommend training programmes to meet these needs. To participate in the provision of such training
11. To ensure that appropriate records are kept relating to recruitment, training and supervision
12. To ensure accurate records of sickness, holiday and other absence are maintained for all staff

13. To ensure that all service users undergo suitable initial assessments including care needs assessment and health and safety risk assessments as required under the ESQS
14. To ensure that appropriate records of assessments are maintained and that actions required to mitigate risk are carried out
15. To be responsible for the health and safety of staff and service users by ensuring that the company Health and Safety policy and procedure are applied at all times, ensuring a safe working environment
16. To ensure that service users and their informal Carers are consulted during care planning and throughout service provision
17. To ensure that service user reviews are carried out and recorded in line with the requirements of the CQC and the Local Authority
18. To ensure the effective management of complaints, compliments and comments, including remedial action and record keeping
19. To ensure that confidentiality is maintained by all staff at all times
20. To ensure that the requirements of the Data Protection Act (and any subsequent revisions of the Act) are met in full especially in relation to service user and Care Worker records
21. To ensure accurate and timely payroll and invoicing
22. To ensure that payments due against invoices are received promptly
23. To ensure that monies due to be recovered from Care Workers are collected in a timely manner
24. To build and maintain harmonious working relationships with Local Authority representatives
25. To attend and participate in Local Authority meetings as appropriate
26. To manage the budget for the office and operate as a profit centre
27. To be aware of Key Performance Indicators and to accurately report statistics daily/weekly/by period to your line manager

28. To ensure effective and timely communication within the office, with field staff, with users, purchasers and other stakeholders
29. To ensure that Company policies and procedures relating to equal opportunities and anti discriminatory practice are applied at all times in the management and delivery of the service
30. Such other duties as appropriate to the grade and nature of the position as may be reasonably delegated by Executive Director.
31. Work as a team with other departments to make sure the home care service users are able to access the free services managed by Embrace UK if needs to be.