

Job Description

Job title	Home Manager	Job family	Older People Services
Reporting to	Operations Director	Job code	OP/006
Location	Various across division	Evaluation Date	14/02/2013

Main Purpose

Take overall responsibility for the care of the Home as the registered manager in charge and to promote high standards of care in line with our regulatory bodies. Required to manage both the people and resources to ensure high standards of care and service are achieved within the home to regulatory standards and both sales and profits maximised.

Key Accountabilities

Quality

1. Ensure that the regulatory bodies' standards are achieved and that all staff are trained to this level.
2. Ensure that all documentation and nursing records are maintained and that a programme of meaningful activities is available to residents. Implement appropriate systems to ensure compliance with requirements.
3. To develop and maintain the necessary working relationships with management and functional colleagues throughout the company.
4. Ensure the Home meets all legal and statutory requirements including those related to fire regulations, health and safety at work, licensing, weights and measures, trading standards, employment, Care Standard Act and that all appropriate statutory notices are displayed.
5. Ensure that all qualified nurses working in the Home hold a current PIN and are registered with NMC, that adequate references, appropriate Disclosure checks are received for all staff so that the residents are protected.
6. Develop strong working relationships with HR and other support functions to ensure the Home management and staff are inducted, trained, motivated and supported to achieve company standards and the highest levels of care and customer service.

Innovation

7. Works with local and regional management to develop and implement new services within the unit.

Value

8. Be responsible for achieving the agreed budget.
9. Ensure that the home maintains high standards of cleanliness and that it meets all legal, statutory and company requirements. Set standards of services that are exemplary and consistently implemented.

Knowledge & Skills

A sound working knowledge of the statutory requirements associated with care of the elderly is essential. A good understanding of budgets is desirable. The ability to write and implement marketing plans is desirable as is the importance of understanding the advantages of public relations activity and its positive impact in the nursing home environment.

Experience

A detailed knowledge of the statutory requirements associated with care for the elderly is essential. You should also be able to demonstrate a sound understanding of the key business activities associated with a nursing home.

A strong background of successful home management is essential, preferably with knowledge of new home commissioning and leading excellence in care.

Autonomy & Impact

Works to agreed short and medium term objectives where professional judgement and/or operational decisions will have a gradual but measurable impact at a local level.

Intelligent Problem Solving

The majority of problem solving is based on acquired systematic knowledge and experience where some adaptive or creative thinking is occasionally required when translating best practice and evidence based research into practical operational solutions.

Responsibility

Staff

Be able to demonstrate strong leadership ability in a key demanding role.

Budgets & equipment

Pro-actively manages and monitors budget spend for Home.

Informatics

Takes ownership of, and responsibility for, all aspects of the Home's business performance.

Communication & Interaction

Communication and interpersonal skills are key features of the role and will usually involve activities such as coaching, counselling with residents, their families and local external partners. The post holder must be able to adapt their approach to the target audience ie residents, employees, commissioners, referrers.

Working environment

The problems faced by residents may present difficult and challenging situations, which may heighten the physical, sensory and emotional demands of the role.

Special Features

Some patients may present with challenging behaviour.

Upholding Company Values

Competency	Req'd Level	Descriptors
Quality - Of care, treatment, of facilities and of staff	3	<ul style="list-style-type: none"> ✓ Checks quality of own work ✓ Follows procedures ✓ Corrects errors and mistakes ✓ Complies with relevant regulatory and statutory requirements <hr/> <ul style="list-style-type: none"> ✓ Double checks accuracy of own and work of others ✓ Carefully monitors and checks the accuracy and quality of others' work ✓ Values the input and expertise of colleagues ✓ Keeps clear, detailed records and files <hr/> <ul style="list-style-type: none"> ✓ Introduces new systems and processes to improve quality ✓ Highlights shortcomings in processes, investigating unusual behaviour and identifying underlying causes ✓ Introduces performance standards and relevant KPIs to improve the quality of processes and outputs ✓ Tests out hypotheses using modelling techniques to make predictions and forecasts ✓ Develops broad plans to take into account risks, conflicts, resources as well as timescales
Innovation - Being forward thinking and thought leaders	3	<ul style="list-style-type: none"> ✓ Adapts new services already introduced in other areas within the group ✓ Amends these services to suit the needs of the local service <hr/> <ul style="list-style-type: none"> ✓ Proposes new services to regional management, taking into account the local needs of the area ✓ Assists and supports regional management with developing and implementing these new services <hr/> <ul style="list-style-type: none"> ✓ Puts forward ideas and contributes towards the development of new services at a local and regional level ✓ Proposes new services to regional management, presenting concise and well thought out proposals which are feasible and financially attractive ✓ Takes calculated risks knowing the potential pitfalls and benefits involved ✓ Leads on implementation of these proposals within own unit, sharing best practice across other units within the region
Value - Due to transparency and flexibility	2	<ul style="list-style-type: none"> ✓ Prices services in line with local needs ✓ Reacts to local feedback regarding pricing of services <hr/> <ul style="list-style-type: none"> ✓ Regularly reviews services and price points adjusting where appropriate ✓ Adjusts prices in line with demand for services