

Registered Manager

Reporting to:- Board of Directors

Being a part of our dedicated team is immensely rewarding, but also demands commitment and professionalism. Working with some of the most vulnerable members of society can give you enormous satisfaction and offers you an opportunity to make a real difference to someone's life. Working for HMS Care can be a vocation, not just a job.

HMS Care are looking for people who are passionate about great care to join our team. If you share our commitment to providing the best possible home care services, we would love to hear from you.

PURPOSE OF ROLE

To provide high quality homecare services that support the rights of customers to live the lives they choose as far as they are able. The registered manager is directly accountable to the Board of Directors and to the regulatory body for domiciliary care.

Key responsibility

Efficiently manage the day to day running of the business. Allocate resources and monitor performance to deliver high quality homecare to customers within budget. Manage all aspects of the staff team and provide sound leadership to ensure staff are clear about their respective duties and responsibilities and have the support they need to carry out their roles safely.

Duties

Manage the quality and delivery of safe care

- Be responsible for the safe delivery of the service in line with legislative requirements and company policy and procedures
- Undertake training and development to keep up to date with the law, best practice and changes in company policy. Apply this knowledge to day to day management and delivery of care
- Understand and monitor health and safety in the workplace and in the field. Act as lead for infection prevention and control
- Maintain full and accurate records and reporting systems in accordance with legal requirements and to ensure the effective running of the business
- Implement quality management and improvement systems. Effectively manage complaints and incidents. Carry out investigations relating to the quality of the service and use findings to make improvements
- Be prepared to work flexibly to ensure the safe delivery of the service

Ensure delivery of excellent customer service

- Promote the rights of each customer and keep their wishes at the centre of their care and support

- Make sure that prior to each service commencing, a customer assessment and risk assessment with the customer, and/or their chosen representatives, has been completed including what the customer needs and would like to achieve from their care and support
- Make sure a written individually tailored care and support plan has been created and agreed, that respects the customer's wishes and promotes their dignity and privacy. Agree appropriate risk control measures to reduce identified risks
- Provide the customer, and where appropriate their representatives, with information about the service so that they are clear about what to expect and how they can raise any concerns
- Apply excellent communication skills with customers, their families and representatives, staff and other health and social care professionals to deliver high quality homecare services
- Keep all information about customers and their families secure and confidential

Staff leadership & Management

- Manage the effective recruitment, induction and training of the coordinator (s), supervisor (s), care workers and other support staff. Identify ongoing training needs and ensure staff are up to date with current best practice
- Ensure there are sufficient numbers of suitably qualified staff allocated appropriately to meet service needs at all times. Implement company policy and procedures in relation to managing absence, disciplinary, capability and grievance matters
- Provide information, guidance and ongoing supervision to enable staff to effectively and safely carry out their roles. Carry out appraisals and monitoring of staff performance
- Ensure all emergency on-call issues are dealt with effectively, such as covering calls either directly or indirectly when care workers are sick or absent

Promotion & Image Management

- Ensure all staff when on company business are presented in a clean & tidy way and wear company branded uniforms
- Ensure all written communications with customers are on official company headed paperwork and are in a company branded document folder.
- When attending external meetings ensure that the HMS brand is always presented in a positive way
- Participate in the growth and development of the business in line with the specific business objectives

Essential Criteria

Personal attributes

- Caring and compassionate towards people in need of care and support
- Respect for people suffering from a range of medical conditions with different backgrounds and beliefs to your own. Commitment to non-discriminatory care practice
- Self-motivated and keen to learn. Willing to seek guidance when needed and follow instructions
- Excellent time keeper and reliable

- Smart appearance
- Always professional

Knowledge and Qualifications

- Excellent understanding of the needs of people who require care and support at home and the provision of homecare services in line with best practice
- Excellent understanding of the principles of high quality person centred care and support and non-discriminatory care practice
- Good understanding of the regulatory responsibilities of a Registered Manager and the law relating to domiciliary care services.
- Must have S/NVQ L5 or equivalent, or be willing to work towards a relevant management qualification
- Understanding of systems to maintain confidentiality in relation to customers, staff and the business
- Knowledge of health and safety matters in relation to homecare services and risk management
- Knowledge of how to recognise abuse and safeguarding procedures

Experience & Skills

- Excellent communication skills. Experience of building positive working relationships with people who use services and their families, staff and other health and social care professionals
- Ability to support customers with all aspects of their daily living in a manner that respects their dignity, is non-judgmental and promotes their independence, choices and privacy
- Experience of care services, risk assessment and person centred care and support
- Ability to plan and organise workloads effectively so customers receive the services they expect
- Good administrative skills and computer literacy with a care rostering system such as Care Planner
- Experience of managing and developing an effective staff team including recruitment, training, supporting and supervising staff
- Ability to maintain clear written and electronic records and to follow statutory reporting procedures
- Experience of financial management desirable
- Ability to implement HMS Care's policies, procedures and instructions

Additional Requirements

- Willingness to work flexibly and to keep knowledge and skills up to date
- Enhanced Disclosure from the Disclosure and Barring Service
- Full UK drivers licence and class 1 business insurance

Desirable Criteria

- Experience of managing the delivery of social care services as a registered manager
- Train the trainer qualifications
- Knowledge of business management