

JOB DESCRIPTION: REGISTERED CARE MANAGER

The successful applicant will be responsible to the Managing Director Abelecare Limited

Overall Aims of the Role

- Ensure that the service at Abelecare's Harborne Home meets the legal and regulatory standards and requirements. Monitor and ensure the quality and safety of the service and service user outcomes.
- Ensure that the highest levels of care are delivered and are monitored at all times.
- To maintain the operations of the service at the standard agreed with the Registered Provider, within the financial budget or other parameters set by the Managing Director
- Service Delivery: ensure that coordinated medical treatment and care services for service users is delivered *and retain oversight of this*
- Service Development: implement and evaluate marketing plans and improvement strategies for the home , ensure that evaluation of the service's goals and quality objectives is achieved as well as ensuring that bed occupancy is maintained and improved .
- To carry out all duties in a safe manner having regard for the health, safety and welfare of self, staff, residents and other persons within the company
- Be responsible for promoting and safeguarding the welfare of those individuals supported by the service

Financial, Strategy and Planning

- To maintain effective budgetary control and profitability
- To manage sales and marketing strategies in such a manner as to maximise occupancy and bed rates
- To establish and maintain an effective succession plan for enquiries and bookings to ensure the continued inflow of residents to the home
- To ensure that all necessary budgetary and statistical information is directed to the directors as requested
- Liase with brokerage, commissioners and social work staff to ensure robust bed occupancy
- Develop and maintain effective working relationships with the Managing Director, ensuring that effective liaison is in place , ensuring that all necessary reports are sent in a timely manner
- Oversee the implementation of the service's policies and procedures
- Develop and communicate strategic plans for the service
- To establish and maintain the high profile and reputation of the home within the community

Compliance

- To ensure that the home functions within the guidelines laid down by its registering authority e.g. CQC and the MBC
- To report all safeguarding's and referrals to the MBC and CQC as required in a timely manner
- To liaise with commissioners and all stakeholders keeping the directors informed and appraised of all communication with stakeholders
- To identify key referral groups, build and maintain good working relationships with them

Human Resources

- To supervise, lead and control all staff within the home, including the professional work of : administration, care and nursing, catering, housekeeping, laundry, maintenance
- Create and uphold an open, positive and inclusive management culture
- Lead and support the whole team ensuring that safe recruitment, training, on going learning and support of staff members is in place
- To agree safe staffing levels with the nominated individual, monitor staffing levels on a daily basis, ensuring safe staffing at all times . Where this is not possible to inform the nominated individual immediately
- To conduct performance review interviews for senior staff and ensure that all staff are reviewed at least annually
- To identify recruitment gaps in the home and effect safe recruitment processes To be responsible for recruiting adequate levels of staffing within company guidelines
- Induct new starters in accordance with company policy
- To ensure that he/she and all staff employed within the home, are aware of and are adhering to the companies' policies and procedures
- To ensure that staff are employed within company and statutory guidelines
- Create and uphold an open, positive and inclusive management culture
- To be responsible for appointment and dismissal of all staff and the enactment of the disciplinary procedures
- To be responsible for the training and development of all staff , ensuring that staff are developed staff to their full potential, ensuring succession planning for the service
- Ensure multidisciplinary team working is embedded in the service

Personal Management

Seek opportunities for personal and professional growth ensuring that you attend statutory training and any other training as directed by management

Take responsibility for your own professional development through performance and development reviews and undertake any relevant training

On Call Duties

To take part in the on call rota, ensure that a rota is in place at least one month in advance and to ensure its implementation

Other Duties

To establish and maintain effective communication with all residents within the home, monitoring client's opinions and complaints, and promoting maximum client satisfaction.

This job description may differ as new information technology, policies and contractual agreements change, and we reserve the right to vary duties without notice.