

## Job Description – Registered Care Manager

Position: Registered Care Manager  
Reports to: Director  
Location: Knaphill, Woking  
Hours of Work: Full Time

### Purpose of Position

1. To take responsibility as the person-in-charge for the day-to-day running of the branch.
2. To promote a caring environment for clients (service users) through high standards of professional practice and to ensure that each client receives care appropriate to their individual need.
3. To recruit, develop, manage and retain a cohesive and compassionate team of carers and staff to meet our growth plans.
4. To actively participate in the growth and development of the business.
5. To implement the requirements of the *National Minimum Standards for Domiciliary Care Agencies* published in accordance with the **Care Standards Act 2000**.

### Principal Responsibilities

The principal responsibilities have been split into four key areas:

#### 1. Day-to-day Running of the Branch:

- (a) To manage the day-to-day running of the branch and to act as person-in-charge
- (b) To manage the provision of all relevant information to prospective new clients
- (c) To manage the completion of high standard care and risk assessments
- (d) To decide whether or not the agency is able to meet the personal care needs of any prospective client and to negotiate an appropriate fee for private pay individuals
- (e) To ensure that each new client receives a written copy of the "terms and conditions" of engagement and ensure that each client and, where appropriate, their representative or carer understands them
- (f) To ensure that all computerised and manual records are up to date
- (g) To ensure that quality control systems are implemented and operated properly
- (h) To ensure full compliance with Care Standards on a daily basis and to assist with Care Quality Commission registration where appropriate
- (i) To investigate complaints, take appropriate action and report to the person-in-control and/or the Care Quality Commission
- (j) To liaise with and co-operate with Care Quality Commission inspectors and inspections.
- (k) To ensure that legislation and regulations concerning environmental health, infection control, building control, planning and health and safety are complied with, and to advise the person-in-control accordingly where action is required
- (l) To manage the provision of on-call utilising other members of the management and senior care team as appropriate.

#### 2. Client (Service user) Care:

- (a) To ensure that the emotional, spiritual, physical, medical and material needs of the clients are recognised, assessed and, if appropriate met

- (b) To support clients in the taking of decisions in matters which affect their lifestyle
- (c) To make or contribute to the assessment of need of each client in conjunction with the client, relevant professional agencies and, where appropriate, the service user's family, and develop a Client (Service User) Plan which provides a satisfactory quality of life for that person
- (d) To conduct appropriate risk assessments
- (e) To promote relationships which enable each service user to participate in the life of the local community to the maximum of their ability
- (f) To ensure that, where a client is assessed as incapable of handling their own financial affairs, their money is handled properly and with the utmost probity and that records are kept of all financial transactions
- (g) To ensure the provision of care including that which may be provided by a competent and caring relative and which may include terminal care, under the direction of the GP and with the support of the community nursing service.

### 3. Staff Recruitment, Management & Development:

- (a) To assist with recruitment, appointment and deployment of all staff
- (b) To ensure that there is good communication with and between staff and to run staff meetings
- (c) To ensure that effective induction, supervision and assessment of staff is carried out and that training needs are identified and met in a timely manner
- (d) To provide advice to staff regarding safe and healthy working practices in the field
- (e) To ensure that employment protection legislation is implemented
- (f) To prepare or manage the preparation of staff rotas.

### 4. Business Development:

- (a) To actively participate in the growth and development of the business
- (b) To contribute towards and support marketing activities
- (c) To work within agreed budgets to ensure the profitability of the business.

### Person Specification — Essential Criteria

The following qualities are considered essential for the position:

- (a) Managed a high volume domiciliary care agency or a large residential home
- (b) A track record of achieving rapid growth whilst maintaining and improving high standards of care (ideally demonstrated through an improvement in CQC ratings)
- (c) A deep understanding of care so they are able to deal with complex care packages
- (d) An ability to balance ambition and drive with compassion and empathy
- (e) Strong leadership skills with the ability to inspire and motivate others. The ideal candidate must be comfortable delegating responsibility and authority and managing through others
- (f) Experience of managing office based staff and large numbers of remote based carers. The ideal candidate will be as comfortable providing praise as managing difficult staffing and disciplinary matters
- (g) Excellent communication and listening skills
- (h) Ambitious, motivated and goal oriented with experience of managing in a commercial environment
- (i) Excellent planning and organisation skills
- (j) Strong relationships with social service commissioners
- (k) Excellent knowledge of Care Standards and experience of dealing with CSCI/CQC
- (l) NVQ4/ RMA qualified
- (m) Be able to manage effectively under pressure.

### Person Specification — Desired Criteria

The following qualities are desired for the position:

- (a) Computer literate (ideally with an understanding of care based packages, e.g. Staffplan)
- (b) Experience and knowledge of managing live-in care.