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| **Our Mission**:  **Job title:**  **Reports to:**  **Accountable to:**  **Based at:** | To provide care and support for vulnerable adults and older people living in their own homes which is safe, caring, responsive, effective & well-led.  Care Manager – Adult Services  Team Leader and Registered Manager  Board of Directors  SPDNS House, 449 London Road, Westcliff on Sea, Essex, SS0 9LG |

**Job Purpose**

The Care Manager is responsible for the co-ordination and delivery of quality outcome focused care services for people living in their own homes. They are responsible for the management and supervision of their staff and ensuring that SPDNS provides a high quality and safe service and meets the needs of service users. They are required to support the Quality and Audit Manager and the Health and Safety Officer in meeting our legal and statutory requirements e.g. Care Quality Commission and complying with the operational policy of the social care team. It is critical in this role that as well as time spent on administration in the office, Care Managers regularly allocate sufficient time working in the community with staff and service users to review the quality of care being provided and the competency of staff. The Care Manager will also be responsible for the planning, delivery and management of services within a specific geographical area and supporting colleagues to maintain services in all areas.

**Key tasks & responsibilities**

**Managing care:**

* Dealing with referrals and accepting new service users onto the caseload, wherever possible within agreed time scales, and within staffing resources
* Liaison with colleagues in health and social care e.g. GP’s and DN’s and the brokerage team
* Undertaking service user assessments, risk assessments & reviews in a timely manner to meet the requirements of commissioners.
* Providing advice information and ongoing support to service users and their families and enabling service users to remain at home for as long as possible.
* Closely monitoring the quality of care delivered by regularly visiting service users and monitoring staff performance
* Ensuring service users receive continuity of care by monitoring staff allocation.
* Dealing with any health and safety concern raised regarding a service user or member of staff, and ensuring incident reports are acted upon and appropriate action is taken promptly.
* Documenting appropriately on our homecare system all communications relating to service users, however received, including any missed visits, accidents, incidents or near misses as required by the Care Quality Commission.
* Maintaining accurate written and electronic records for both service users and staff.
* Reporting any case of suspected abuse of a service user according to company policy and local safeguarding authority guidelines.
* Responding to and dealing with comments, compliments and complaints received in a timely and sensitive way in line with the organisation’s policy and procedure.
* Responsibility for the safe administration of medication for service users by ensuring that service users have a current medication profile and MAR, and that any changes to medication, or concerns regarding medication, are acted upon promptly.
* Achieving relevant SPDNS key performance and quality indicators
* To be fully aware of and comply with current data protection procedures and legislation under General Data Protection Regulations (GDPR)

**Managing staff:**

* Ensuring care staff are regularly supervised and directly observed, with individual contact every 3 months to include an annual appraisal
* Planning and maintaining realistic staff work schedules by forward planning of work and inputting these schedules onto the computer database.
* Maintaining effective communication with staff by providing on-going support & guidance and being easily contactable. Responding to any staff queries or concerns in a timely & professional way.
* Awareness of and sympathetic towards the needs of the team and ensuring staff welfare as far as is possible.

**Delivering care:**

* Understand and implement the agreed care plan to help individuals to be cared for and remain at home. Offering service user’s choice and helping to maintain their independence. Ensuring their safety and welfare and supporting their carers.
* Communicate effectively and appropriately with individuals and their families, paying particular attention if they have hearing or speech problems, learning difficulties or mental health problems.
* Ensure all duties are carried out in a sensitive way, preserving the dignity and respecting the individual and taking into account their wishes/choices wherever possible.
* Assisting individuals with their medication if required according to SPDNS Policy guidelines, including administering of medication and subsequent recording.
* Encourage and promote mobility and the use of equipment in the home & abide by moving and handling guidelines.
* Health & Safety is an integral part of service delivery. You are required to be familiar with and comply with SPDNS Health and Safety Polices which include manual handling and incident reporting.
* Ensuring that standard principles of infection prevention and control are followed at all times to protect service users and colleagues from infection.
* Safeguarding individuals at all times and reporting any concerns to your Manager immediately as per SPDNS policy. Safeguarding means your responsibility for ensuring the safety of the service users you are caring for and protecting them from abuse of any kind.
* Responsibility for ensuring wherever possible that you gain consent from the service user (or their representative) when you are providing care. Where consent cannot be gained that you always act in the best interests of the individual for day to day decisions according to guidelines in the Mental Capacity Act 2005 and complete an MCA assessment form.

**Personal responsibilities:**

* Attending regular statutory training updates and any further training courses relevant to the post and maintaining your own Continuous Professional Development.
* Attending regular supervision and an annual appraisal.
* Undertaking on call duties on a rota basis during weekdays, weekends and public holidays as defined by your Contract of Employment.
* Demonstrating achievement of personal and team targets in accordance with the SPDNS Nurse Care Business Plan and Key Performance Indicators.
* Maintaining confidentiality at all times and abiding by SPDNS Code of Conduct

**Other duties:** The post holder may be required to undertake any other duties appropriate to the level of the post.

**Key Relationships**

SPDNS Registered Manager, the Senior Management Team, and all members of the adult social care team & other SPDNS staff

Service Users and their families/carers

Social Workers / members of local authority brokerage team

Hospital Discharge/ Collaborative Care Teams & social care providers

District Nurses & GP’s

Occupational Therapists and Physiotherapists

**Person Specification**

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| **Essential attributes** | **Desirable attributes** |
| **Qualification & training**   * Level 2 in Health and Social Care * Willingness to complete Level 3 Award 12 months of commencing employment * Willingness to undertake Level 3 Dementia Award or equivalent * Commitment to undertake on-call duties on a rota basis which involves working evenings and weekends * Evidence of continuing professional development | Level 3 Award in Health & Social Care  Level 3 Dementia Award |
| **Skills/experience**   * Previous experience of working in home care in a senior role with on-call responsibilities * Experience of working with service users with dementia * Staff supervision and management * Experience of assessing service users, care planning and risk assessment * Good IT literacy & communication and organisational skills * Ability to roster staff and plan service user visits on computer system * Ability to prioritise the workload, meet deadlines |  |
| **Personal qualities**   * Leadership, management and motivational skills * Dedicated to providing quality home care * Able to multi task and work under pressure * Ability to maintain detailed & accurate records * The ability to be non-judgemental and behave in a non discriminatory way * Ability to undertake work which can be both emotionally & physically demanding * Ability to work unsupervised and use own initiative as well as being part of a tight knit team |  |
| **Circumstances**  The post-holder will be required to travel and if using a car, must have a current, valid driving licence with insurance cover for business purposes. | |