

HIGHLAND HOME CARERS – Job Description

Title of Post:	Service Manager (Registered Manager)
Responsible to:	Head of Operations
Salary:	£40,500 per annum
Location:	Inverness
Hours:	Full Time - 37.5 hours per week + on call responsibility



Introduction

Highland Home Carers (HHC) was founded in 1994. We are a vibrant and forward-looking organisation. We have grown to become one of the major independent providers of home care and support services in Scotland. We currently employ over 350 staff and have a financial turnover of around £8 million. Our company has been owned by our employees since 2004. The business is governed and led by a Board of Directors, made up of four executive directors and three elected employee directors. We are a private limited company, with a strong commercial focus.

We provide a range of services for older and vulnerable adults in Inverness and across the Highlands:

- Care at Home
- Support Work
- Housing Support
- Supported Living Services

Job Purpose

To provide high quality Home Care and Support services that enable the rights of the individuals to live the lives they choose as far as they are able. The postholder will manage the delivery of high-quality, person-centred Home Care and Support in accordance with the relevant legislation and guidelines, striving to achieve operational excellence and will be responsible for the service budget.

Accountabilities

- Accountable to the Head of Operations.
- Manage the Operational team (Assistant Service Managers, Practice Support Technicians and Service Administrators) within the service across three sites.
- Work closely and collaboratively with the centralised functions of Finance, HR & Workforce Development, and other Operational Services seeking professional advice and support to ensure conformity to regulatory and legal requirements, including Health and Safety.
- The postholder is required to be the Care Inspectorate Registered Manager of the service.
- The postholder will be required to register as a Manager with the Scottish Social Services Council (SSSC) and take a lead in ensuring that the SSSC Codes of Practice are adhered to.

Main Duties

Manage the safety and quality of the business

- Be responsible for the safe delivery of the service in line with legislative requirements and company policy and procedures and ensure the quality and standard of professional practice and performance in all areas of service delivery.
- Manage and deliver the Care and Support services to people in need of a service.
- Support direct reports to ensure the service operates within required standards in line with national and local policy, practice, standards and within agreed budgetary limits.
- Ensure that the service has the necessary manpower, competence, skill, knowledge, and tools required to achieve service targets.
- Be responsible for the effective management and development of the service including the management of the Operations Team as designated by the Head of Operations.
- Maximise sales and gross margin through new and existing contracts, efficient servicing of contracts/private clients, and ensuring all relevant Terms of Business and payment terms are issued.
- Manage devolved service budgets.
- Understand and monitor health and safety in the workplace and in the field and 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.

Provide an excellent service to individuals in receipt of a service

- Promote the rights of each individual and keep their wishes at the centre of their care and support.
- Ensure that prior to each service commencing, a service user assessment and risk assessment with the individual, and/or their chosen representatives, has been completed to ensure individual outcomes can be measured.
- Ensure a written, individualised, person-centred care and support plan has been created and agreed, that respects the person's wishes and promotes their dignity and privacy. Agree appropriate risk control measures to reduce identified risks.
- Provide the person in receipt of a service, 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.
- Demonstrate excellent communication skills with the people in receipt of a service, their families and representatives, staff and other health and social care professionals to deliver high quality home care & support services.
- Ensure compliance with GDPR by keeping all information about people in receipt of a service and their families secure and confidential.
- Audit service and develop the local team to ensure they are delivering against KPI's.
- Ensure Assistant Service Managers and Practice Support Technicians are carrying out timely reviews and updating service user care/support plans and risk assessments as required.
- Observe the standards of practice of Assistant Service Managers, Practice Support Technician's, Service Administrators or Key Workers in ensuring care/support packages are delivered at appropriate standard and time.
- Liaise with other partnership services e.g. Allied Health Professional's, Occupational Therapists, District Nurses, Physios, psychiatry, learning disability and mental health providers and informal service users and carers, to seek to meet the needs in the most efficient and appropriate way.
- Arrange and participate in required on call duty systems as required.
- Maintain case records, both electronic and written, provide information for performance indicators, and fulfil procedures and statutory duties in line with national and local policy practices and procedures, reporting the Key Performance Indicators (KPI's) to the Head of Operations.
- Ensure service non-conformances are rectified as high priority and that the people we provide a service to are kept informed accordingly.
- Ensure the correct non-conformance paperwork is raised and processed with every non-conformance.
- Carry out management and administration processes in line with Highland Home Carers policies and procedures.

Lead, Coach and Manage staff

- Line manages direct reports including carrying out regular support and review meetings in line with company policy.
- Ensure the effective recruitment, induction and training for direct reports and Care and Support practitioners.
- Identify ongoing training needs and ensure staff are up to date with current best practice
- Manage, organise and supervise the development of Care and Support Practitioners
- 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 support to enable staff to effectively and safely carry out their roles.
- Ensure that regular support and review meetings are taking place. Monitor staff performance ensuring that under performance and conduct issues are addressed as early as possible.
- Ensure all emergency on-call issues are dealt with effectively, such as covering calls either directly or indirectly when Care/Support practitioners are sick or absent.
- Coach & develop the local team to ensure they are delivering against KPI's.

Promote the business

- Attend external meetings and represent the service in a positive manner.
- Actively participate in the growth and development of the business.
- Look for methods to increase efficiency & productivity and provide accurate and complete reports on KPI's.

General Duties

- Observe and comply with the codes of conduct expected by the regulatory bodies, ie Scottish Social Services Council/NMC.
- Observe and comply with National Care Standards.
- To develop an effective means of communication between members of your team and colleagues.
- Attend staff meetings and other meetings as required.
- Ensure regular Operations meetings occur – reporting outcomes to Head of Operations.
- Ensure at all levels that confidentiality is maintained in relation to agreed policy.

- Assist in the promotion of a fair and quality service that is responsive to the needs of people in receipt of a service and stakeholders, ensuring adherence to the requirements of customer care policies at all times.
- Uphold and positively promote equalities in service delivery and employment practices.
- To undertake training and attendance at courses as required by Highland Home Carers.
- To uphold and always promote the company values.
- When required, deliver care/support and carry out any other duties, which fall within the general areas of responsibility of this post.

Personal responsibilities


- The post holder must assume responsibility for his/her own professional and personal development (supported by the company where appropriate) to ensure that (s)he develops and maintains continuing competence to deliver to the organisation's requirements, including the fair and supportive management of all staff. You must undertake training and development to keep up to date with the law, best practice and changes in company policy and apply this knowledge to day to day management and delivery of care.
- A key component of development is being fully informed and knowledgeable of the regulatory and legal requirements impacting on operational services and ensuring that all staff within those services, are aware of and deliver their individual responsibilities.

Core behaviours

- Act with honesty and integrity at all times.
- Demonstrate respect for others and value diversity.
- Focus on our colleagues, and people who we support, at all times.
- Make an active contribution to developing services, the organisation, and employee ownership.
- Learn from and share experience and knowledge.
- Keep others informed of issues of importance and relevance.
- Consciously review mistakes and successes to improve performance.
- Act as an ambassador for Highland Home Carers.
- Be aware of the impact of their own behaviour on others.
- Use discretion and be aware of issues requiring total confidentiality.

In addition, the post holder will:

- Value and recognise ideas and contribution of all team members.
- Coach individuals and teams to perform to the best of their ability.
- Delegate work to develop individuals in their roles and realise their potential.
- Give ongoing feedback on performance and effectively manage poor performance.
- Provide support and guidance to all team members.
- Encourage their team to achieve work/personal life balance.

HIGHLAND HOME CARERS - Person Specification Title of Post – Service Manager (Registered)		
Essential:		Desirable:
Knowledge & Experience:		
<ul style="list-style-type: none"> • Knowledge of Self-Directed Support Act and specifically Individual Service Fund • Knowledge of the Human Rights framework • Knowledge on how to deal with Safeguarding issues appropriately • Knowledge of health and safety matters in relation to adult social care services and risk management • Experience of completing person-centred assessments • Experience of managing the delivery of a social care service 		<ul style="list-style-type: none"> • An understanding of the regulatory responsibilities of a Registered Manager • Knowledge of our geographical areas of work • Knowledge of NHS Highlands assessment and commissioning procedures • Experience of being a Care Inspectorate Registered Manager • Experience of leading large and dispersed teams • Experience of financial management and overseeing budgets
Skills and Abilities		
<ul style="list-style-type: none"> • Proven ability to build positive working relationships with people who use services and their families, staff and other health and social care professionals • Strong verbal communication skills with the ability to persuade and influence effectively • Strong written skills with the ability to compile reports and assessments • Ability to maintain clear written and electronic records and to follow statutory reporting procedures • Experience of Microsoft office 365 applications including Word, Excel, Outlook, Kaizala and Teams • Experience of providing a high-quality person-centred health/ social care service • Experience of supporting teams to roster work • Able to work autonomously and prioritise workloads effectively • Experience of managing and developing an effective staff team including recruitment, training, supporting and supervising staff • Ability to implement policies, procedures, and instructions 		<ul style="list-style-type: none"> • Presentation skills • Knowledge of Microsoft PowerPoint
Qualifications and Training		
<ul style="list-style-type: none"> • Minimum of SVQ 4 in Health & Social Care (or equivalent qualification) • PDA in relevant subject • Self-motivated and keen to learn • Full UK driving licence 		<ul style="list-style-type: none"> • Management qualifications – or must be willing to work towards • Train the trainer qualifications • Leading and Managing a Care service qualification
Equal Opportunities		
<ul style="list-style-type: none"> • Commitment to incorporating Equal Opportunities and diversity principles to all aspects of work 		
Other Considerations		
<ul style="list-style-type: none"> • Be able to work within deadlines and timescales • Patient and determined • Reliable and trustworthy • Professional and smart appearance • Motivator • Ability to maintain high standards of confidentiality • Willingness to work flexibly 		<ul style="list-style-type: none"> • Belief in the value and potential of Employee Ownership