

# SARACEN CARE SERVICES

*Providing Care and Independence*

## **Description and Person Specification – Care Manager, Swindon Services**

**Reports to:** Operation Manager

**Head Office:** Cheltenham (expected 1-2 days a week)

**Location:** Swindon and environs (other locations if necessary)

### **Main Purpose of the role:**

To provide direction and leadership to the service, including all aspects of service user's care and support. Lead the day to day operations of the company for the assigned services, working as a proactive and effective member of the management team and striving towards excellent quality of service. To support, monitor, mentor and guide the support team. Communicate effectively at all levels and ensure rigorous organisational management undertaken with evidence based approach.

Be responsible for the adherence to Best Practice implementing and reinforcing (as appropriate) the requirements of relevant legislation and guidance, pursuant to *inter alia* the Care Act, the Health and Social Care Act, the Fundamental Standards, Mental Capacity Acts (including DoLS) and associated regulations.

To advise the Company Directors regarding the direction and development of policy with regard to the care services of the company in accordance with legislative requirements, relevant regulations, recognised standards, best practice, and within the financial plans prepared from time to time.

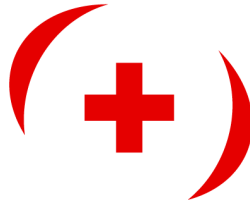
To make unannounced visits to the services, interview an appropriate sample of Service Users and employees, and report to the Company Director on the adequacy and effectiveness of the care and support arrangements with respect to Saracen Care's standards and legislative requirements.

Work alongside other managers in the locality and cover services if necessary (during sickness, annual leave or other absence).

Service users may include individuals with Mental Health, Learning Disabilities, complex physical health needs or behaviours which challenge the service.

### **Main Duties and Responsibilities:**

1. Be familiar with the care and support needs of all individuals within the service; interacting with professionals and relatives, in order to validate the decisions that are made about their care.



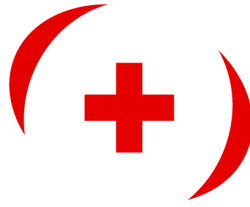
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2. Oversee every aspect of care and support of service users including developing and updating care plans and maintaining clear, accurate medication records.
3. Ensure operations are suitably staffed, trouble shooting daily as necessary.
4. Always seeking to share experience, to provide valuable support, guidance and assistance to the management team and staff team
5. Creating and developing strong relationships with key partners in the community, and play an important role in strengthening the Saracen Care name and raising the company's profile.
6. To undertake and contribute, as required in the multi-disciplinary assessment of service user needs and the subsequent planning of Service User's care. To monitor and review service user needs and risks as appropriate. Including preparation and implementation of behaviour guidelines and protocols.
7. Undertake On Call as required to cover out of hours emergencies, attending incidents as necessary (covering all company services).
8. To promote the Company's services, foster good public relations and develop a partnership approach between public and private sector organisations.
9. Undertake initial assessments for new packages, preparing Care and Support Plans, risk assessments, behavioural guidelines and protocols as necessary.
10. Contribute to tender documentation preparation and presentation, including leading on new business initiatives or partnerships.
11. To secure and maintain service user contracts. Assist on ProContract Tenders (supplying the south west).
12. Identify potentially unsafe packages providing evidence and guidance to management as required.
13. To maintain effective and efficient business levels in accordance with set targets and objectives.
14. To research and investigate new business opportunities to grow and develop the organisation and report these to the company directors
15. To develop the image and reputation of the organisation in accordance with its objectives
16. Actively demonstrate an awareness of the service and participate in the investigation of cost saving and cost improvement.

## **Compliance & Quality Management:**

1. To be fully conversant with the relevant statutory regulations and other legislation surrounding the care industry. To keep abreast of all new developments in Health and Social Care and of the philosophies and policies of the contracting authorities.



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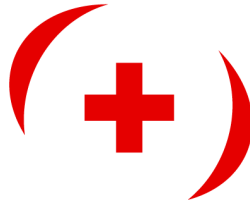
2. Maintain a working knowledge of all regulations and legislation pursuant to the sector, e.g. The Care Act and the CQC's Fundamental Standards and inspection framework. Cascade to management and staff as required. Implement changes as necessary.
3. Overall responsibility for the compliance of all service user files, including care plans, risk assessments, behavioural guidelines, reporting and reviews.
4. To undertake regular audits related to the care and support of service users; and report on compliance issues as required to the Directors.
5. Collate and analyse audit information, monthly reports and monitoring logs to identify errors, gaps, poor practice and trends. Action and communicate as required.
6. Generate and implement innovation within the service.
7. Participate in CQC inspections and assist with compliance issues or actions.
8. Be responsible for the investigation and reporting of all incidents and accidents (including safeguarding), ensuring timely action taken and documented and full 360 communication as required.

## **General Management:**

1. To participate in the recruitment, training and development processes of existing and new employees as appropriate, including observations, supervisions and appraisals, including investigations and disciplinary action.
2. Undertake care and on-call responsibilities if required.
3. Support and uphold an open, positive and inclusive management culture.
4. Conduct monthly unannounced inspections of services.
5. Advise on the direction of the development of the company's policies, organisational goals, business, and quality objectives.
6. Participate in evaluation of the company against the agreed objectives
7. Support the establishment of effective employer-employee relationships
8. Regularly review legal and other risks.
9. Advise on the direction of discussions reviewing employee remuneration
10. Support the effective resolution of team conflicts.
11. Support an open and honest exchange of views between all employees.
12. Support a work atmosphere which promotes a high quality of work life.
13. Support and maintain a culture of performance and excellence which remains open and transparent at all times.
14. Encourage innovative methods for the delivery of Care and support.
15. Encourage health promotion within Care strategies.

## **GENERAL:**

1. To act as an ambassador for Saracen Care Services representing the Company where necessary at events and meetings.
2. To undertake on-going continued professional development.
3. To uphold the values and ethos of the Company.



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4. Attend regular review meetings, annual appraisals, team meetings, training courses and follow-up refresher courses, as required.
5. To participate in regular supervisions and annual appraisal meetings.
6. Undertake other such duties as required by the Company Directors.
7. Maintain a professional and hygienic appearance.

## **Equality and Diversity:**

1. To promote and, at all times, act in accordance with the Company's Equal Opportunities Policy.
2. To ensure that the service provided respects the individual as an adult and equal citizen.
3. Support people to express their individuality and uniqueness in all areas of life.

## **Confidentiality:**

Your attention is drawn to the confidential nature of this post. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 1984 or an action for civil damages under the same Act in addition to any disciplinary action taken by Saracen Care, which might include dismissal.

## **Health and Safety**

Under the provisions contained in the Health & Safety at Work Act 1974, it is the duty of every employee:

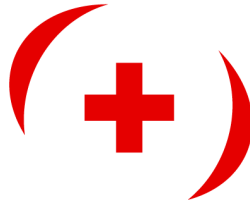
1. To take reasonable care of themselves and for others at work.
2. To co-operated with the Company, as far as necessary, to enable them to carry out their legal duty.
3. Not to intentionally or recklessly interfere with anything provided (including personal protective equipment) for health and safety reasons or welfare at work.
4. To report any accident or untoward incident, to take appropriate remedial action as appropriate and to report fully to a Company Director.

## **Working Hours:**

Nominally 40 hours per week, subject to achievement of goals and objectives and the covering of vacant shifts. Flexibility will be required in line with the needs of the service and business.

**Qualifications and experience required for this role:** See - Person Specification

*This role profile is not exhaustive; it is intended to give a general indication of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Service*



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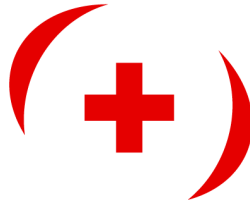
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and business. Significant change in the range of work undertaken will be carried out in consultation with the post holder.

Saracen Care is committed to providing quality services to our Service Users and require our employees to have knowledge of CQC Guidance pertinent to their job role.

## Person Specification: Care Manager

Category	Essential criteria	Desirable criteria
Experience - <i>application &amp; Interview</i>	<ul style="list-style-type: none"> <li>• Minimum 2 years' experience in a managerial role in the care sector</li> <li>• Comprehensive knowledge of the relevant statutory regulations e.g. the Health and Social Care Act and CQC's Fundamental Standards and Inspection Regime.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of changes in regulations and legislation with in the Health and Social Care sector.</li> </ul>
Qualifications <i>application</i>	<ul style="list-style-type: none"> <li>• NVQ4 in Health &amp; Social Care or</li> <li>• QCF 5 in Health &amp; Social Care</li> <li>• Or working towards</li> </ul>	<ul style="list-style-type: none"> <li>• Train the Trainer</li> <li>• Registered Manager Award</li> </ul>
Aptitudes & abilities- <i>application &amp; interview</i>	<ul style="list-style-type: none"> <li>• Excellent spoken and written word, including presentations and report writing.</li> <li>• Fully computer literate</li> <li>• Ability to lead and motivate a team effectively</li> <li>• Ability to undertake investigations and report accordingly.</li> <li>• To understand and implement quality control procedures.</li> <li>• To be able to implement and maintain recording and reporting systems</li> <li>• Ability to analyse information and identify trends.</li> </ul>	



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	<ul style="list-style-type: none"> <li>• To be able to establish and maintain effective working relationships</li> <li>• To be able to prepare reports and tenders as required</li> </ul>	
<p>Attitude &amp; qualities <i>interview &amp; case studies</i></p>	<ul style="list-style-type: none"> <li>• Genuine passion for care making a difference to the health and wellbeing of service users.</li> <li>• Attention to detail</li> <li>• Commitment to person-centred working and user-led service provision</li> <li>• Respect for service users' dignity, privacy and need for independence</li> <li>• Good timekeeping &amp; workload management</li> <li>• Able to work as part of a Management Team</li> <li>• Demonstrative ability to create and implement ideas.</li> </ul>	<ul style="list-style-type: none"> <li>• Positive and enthusiastic</li> <li>• Open and honest</li> <li>• Proactive</li> <li>• Confident</li> <li>• Critical of personal practice</li> <li>• Solutions orientated.</li> </ul>
<p>Health and circumstances <i>application &amp; interview</i></p>	<ul style="list-style-type: none"> <li>• Physically and mentally fit for the purposes of the work required</li> <li>• Presentable to service users and professionals</li> <li>• A good standard of personal hygiene</li> <li>• Able to meet an enhanced DBS check</li> </ul>	<ul style="list-style-type: none"> <li>• Able to work effectively from office or remotely</li> </ul>