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# REGISTERED MANAGER

## JOB DESCRIPTION

THE MANOR TRUST BEDHAMPTON



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### The Lodge

#### Registered Manager Job Description

**Reporting to:** Nominated trustee

### SKILLS, KNOWLEDGE & QUALIFICATIONS

#### **REQUIRED:**

This Position requires a Level 5 Diploma in Leadership for Health and Social Care. Or the candidate will hold a QCF Diploma in Health & Social Care Level 4 or equivalent and be already working towards a level 5 as well as having an appropriate level of relevant experience in the care of the older person, plus:

- At least 3 years previous management experience
- Compliance experience and computer proficiency, e.g. Microsoft Excel and Word
- Good administrative skills
- Commitment to respecting the rights of residents and to promoting their privacy, dignity and independence throughout their lives in the Home
- Ability to plan and organise workloads effectively
- Experience of risk assessment and delivery of effective person-centred care
- Ability to monitor and train staff in digital care planning
- Working knowledge of CQC legislation and the Regulatory Framework
- Working knowledge of the monitoring and control of day-to-day expenditure
- To be self-motivated
- Experience of managing and developing an effective staff team including recruitment, training, supporting and supervising staff
- Excellent timekeeper and reliable.
- Satisfactory DBS Check

#### **DESIRABLE:**

- Experience in HR and able to manage disciplinary and grievance procedures, liaising with and seeking advice from NI if appropriate.

## **JOB PURPOSE:**

To manage the day to day running of the home and be directly involved with the recruitment and deployment of staff, liaising with the Trust Manager and the Administrator for advertising.

To ensure that staff understand the boundaries of limitations, e.g. when requesting holidays, to be able to cover for holidays and sickness; and answerable to the Registered Manager or the Deputy Manager.

To take responsibility, advising the trustees, to secure and sustain the home for the residents, promoting a caring environment through high standards of professional practice conducive to the physical, emotional, social, intellectual and spiritual needs of the residents. To keep residents' safe and ensure that each resident receives care appropriate to their individual needs.

To ensure that the home operates according to its registration status and conditions and complies with all legal requirements under the Health and Social Care Act 2008 (as amended) (the 'Act') and Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (as amended) (the '2014 Regulations').

To endeavour to obtain full occupancy levels and be aware of the need of the financial viability of the home.

## **KEY AREAS:**

Ensure auditing of the policies and procedures of the home on an annual basis and that any new policies required under law are implemented.

Delivering person centred care to all residents following the key fundamental principles of safeguarding, advising the trustees of compliance.

Advise the NI and the Manor Trust Governing Committee [MTGC] on all matters that require urgent attention to comply with the Care Quality Commission's requirements, prioritising these per the latest correspondence from the CQC, Fire Authority, Environmental Health and Health and Safety Officers.

To be a member of the Manor Trust Governing Committee (GCM) providing as advised, a comprehensive digital report on activities in the home at least 3 days before the meeting observing data protection requirements for the GCM. For budgeting purposes indicate staff training, number of staff taking the training and the cost and of any other costs incurred, their description and times of implementation.

Send a health status of the residents to the NI at least the 2 days before the meeting.

Provide a staffing compliment and cover that meets the needs of the residents following the 'Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England', 'Skills for care'.

Provide the administrator of dates of admission with full details of each resident and next of kin, using the appropriate form, keeping a hard copy to enable staff to start the individual care plans.

To carry out monthly residents' meetings and record outcome

To carry out at least 3 monthly staff meetings

## 1. CARE MANAGEMENT AND HEALTH AND SAFETY:

- a. Decide whether the home can meet the care needs of residents and any prospective resident, and if delegated to do so negotiate an appropriate fee with the purchasing authority, liaising with the Trust Manager and the Administrator.
- b. Advise the Trust Manager and Administrator by phone and/or email of new enquiries and dispatch brochures if requested to do so.
- c. Keeping the Administrator advised as above, on dates of admission with full details of each resident and next of kin, room number and financial arrangements.
- d. Ensure that each resident receives a written copy of the Terms and Conditions of Residency making sure the resident and where appropriate their representative understands them. This will include how to raise any issues or concerns and the name of the NI, the registering authority details and ombudsman details. Keep an eye on the need to update the Residency Agreement and advise the NI of any required changes.
- e. Ensure adequate arrangements are made for the introduction and reception of new residents
- f. Encourage residents in the taking of decisions in matters that affect their lifestyle.
- g. Devise and implement the assessment of needs for each resident with the agreement of the resident, relevant professional agencies and where appropriate the residents' family, develop a plan of care which provides a satisfactory quality of life for that person, using the safeguarding principles of 'person centred care', which include dignity, respect, consent, safety, safeguarding from all forms of abuse.
  - i. Ensuring that each resident is fully aware of their plan of care, explaining about the digital records. Devise a procedure whereby a resident's signature or a representative's signature is obtained agreeing to the plan of care. Obtaining also a signature for sharing the care plans with appropriate professionals.
- h. Devise a means of checking regularly all items used by resident on a daily basis.
- i. Record and monitor the nutritional status of each resident.
- j. Promote relationships which enable each resident to participate in social activities in the home and in the life of the local community to the maximum of their ability.
- k. Investigate and resolve complaints, taking appropriate action. If difficulties arise liaise in the first instance with the NI.
- l. Be responsible for the efficient running of the domestic character of the home, including the following:
  - Planning meals with the residents and the cooks
  - Ensuring the dietary needs and any diets for the residents are met
  - Ensuring good standards of food presentation
  - Ensuring good standards of hygiene and cleanliness are met and maintained.
- m. Maintain correct records of kitchen activities and of alternative menus.

- n. Arrange a programme of in-house activities and record these in individual care plans. Arrange outside activities as per the residents' programme of care.
- o. Instigate where necessary cleaning schedules for each area of the home.
- p. Ensure that the weekly check of the fire equipment is recorded and conduct fire practices/training bi-annually, keeping the records according to the registering authority's guidelines.
- q. Implement the Home's Infection control policy and procedures.
- r. Advise the NI immediately of any inspections by the officers of the Care Quality Commission and conduct inspections with the above-mentioned officers in the absence of the NI; promoting the home's good points, taking notes regarding any shortcomings perceived by the inspectors and seeking clarification before the inspectors leave the home.
- s. Make sure that residents have what is legally their property; creating an inventory of all items brought in by the individual residents. Ensure that all electrical items of the resident are appropriately tested before use.

## **2. CARE AND CLINICAL ARRANGEMENTS:**

- a. Ensure the provision of all primary and secondary individual health care arrangements, which will include the ordering, recording and appropriate administration of medicines. Give medication as prescribed, and monitor normal, positive or negative effects, reporting to the GP as appropriate. Monitor staff training in this area.
- b. Implement the home's safeguarding policy, taking steps to protect the residents from any form of abuse or neglect and use the appropriate reporting mechanisms to inform the relevant people.
- c. Ensure an excellent provision of care, including that which may be provided by a competent and caring relative, which will include palliative care under the direction of the GP and with the support of the community nursing service.
- d. Monitor the residents' hygiene and self-care and ensure that the individual resident is always well presented.
- e. Be aware of and devise a pain control plan for each resident to ensure that every person has the best quality of life. This may mean contacting the GP regularly until appropriate pain relief is achieved.
- f. Be knowledgeable regarding the whereabouts of all the residents when on duty.
- g. Ensure that a professional handover of about 10-15 minutes takes place at the beginning/end of each shift.

### **3. COMMUNICATION, ADMINISTRATION AND MARKETING:**

- a. Ensure that each resident has aids appropriate for their fundamental needs of daily living to allow for good communication and understanding, making use of modern technology for the hard of hearing as an example.
- b. Encourage the provision of tablets (the home has a few) for the residents. Other devices, such as computers with skype to be positively encouraged. Engage relatives for the purpose of securing modern technology for the residents.
- c. Make sure all goods and equipment to be used within the span of duty and beyond are available and in good working order by devising a record of checks made by the outgoing shift or maintenance person.
- d. Be aware, promote and instigate where necessary sound procedures in the home ensuring records are kept per the appropriate Schedules of Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
- e. Bring to the attention of the Governing Committee any repairs or renewals required and the cost of such repairs and where necessary organise any emergency repairs and renewals of fixtures and fittings.
- f. Resolve problems arising in the home and where problems persist refer to the NI or representative trustee.
- g. Ensure that legislation and regulations concerning environmental health, building control, planning and health and safety are complied with, and advise the Trust Manager and Governing Committee accordingly where action is required.
- h. Be an ambassador for the home, promoting and marketing its services collaborating with the Trust Manager and NI.
- i. Develop effective methods for auditing, assuring the quality of the home's provision and services.
- j. Display the CQC rating with the certificate of registration and ensure that the rating and the inspection report are sent to the web editor to be included on the Manor Trust website.
- k. Display all certificates of registration including NI Certificate, in the hallway.
- l. Provide a two-weekly duty rota spreadsheet with exact hours recorded for each staff member. Submit copies of the two-weekly rota to the Elms office and to the NI via email. Where unexpected senior staff changes occur inform the Trust Manager as soon as is practicable.

### **4. HUMAN RESOURCE MANAGEMENT:**

- a. Manage and implement HR policies and procedures/ Employment Regulation and keep the complaints procedure updated.
- b. Monitor and control sickness absence in line with the Trust's policy.

- c. Be directly involved with the Trust Manager, in the selection, recruitment and deployment of care, catering, domestic and ancillary staff and organise police checks in accordance with current procedures.
- d. Ensure that each member of staff has a relevant employment contract within the legally specified time, signed and dated accordingly and also the staff handbook that must be signed and dated upon receipt.
- e. Arrange at least 3 monthly staff meetings, take minutes and inform the lead trustee of the outcome. Keep minutes available for inspection purposes.
- f. Foster professional relationships between visiting professionals, relatives and staff.
- g. Foster good working relationships between the night staff and the day staff.

#### **5. STAFF TRAINING AND DEVELOPMENT:**

- a. Arrange for a comprehensive induction programme for all new staff according to the National Minimum Standards and amendments and Skills for Care.
- b. Arrange a continuing programme of mandatory training for staff both in-house and externally if necessary, liaising with the Trust Manager, who will book the Waterloo Room if applicable and advise on availability. Ensure that all training remains effective, identifying individual training needs. Recording these on line as instructed by the CQC.
- c. Ensure that staff receive the best and most cost-effective training available by being continually vigilant and comparing what is on offer, liaising with the Trust Manager.
- d. Train staff in the basic health and safety regimes of the home and ensure compliance.
- e. Provide and record effective 3 monthly support and supervision of staff.
- f. Conduct and record annual appraisals and be available for staff in times of stress.
- g. Be up to date with recent care developments, attend relevant courses referring to the Trust Manager who will advise on budgetary requirements and book.
- h. Ensure that employment protection legislation is implemented.
- i. Ensure that each member of staff has an up to date Staff Manual.

#### **6. BUDGETARY/ FINANCIAL CONTROL:**

- a. Ensure the financial viability of the home, control and maintain the waiting list.
- b. Control, manage and maintain the Lodge budget, monitor and control day-to-day expenditure within the limits prescribed. The budget will be drawn up in consultation with the RM and agreement of the Trustees.

- c. Devise and implement systems and arrangements if applicable whereby the residents may retain responsibility for their own money and finance, liaising with the administrator.
- d. Make appropriate arrangements for residents who are incapable of handling their own financial affairs.

## **7. MANAGEMENT OF PREMISES:**

- a. Maintain all heating, lighting and emergency systems and ensure the security of the premises.
- b. Maintain and record an agreed programme of repairs and planned refurbishments for the upkeep of the premises so that it is continuously up to the appropriate standard, liaising with the Trust Maintenance Person.
- c. Arrange for the home to comply with all fire safety regulations.
- d. Comply with the legislation and regulations concerning environmental health, infection control, building control, planning and health and safety.
- e. Ensure that the exterior of the Home is kept in pristine condition, including storage of recyclable material, ensuring that each day this is placed in the appropriate bins.
- f. Arranging with maintenance or the gardener for any cleaning and clearing of debris by the outside doors regularly such as:
  - watering of pot plants or hanging baskets
  - Exterior lights to be cleaned regularly
  - Path and car park to be free of weeds and debris
  - Provide Hygienic containers for kitchen waste
  - Provide regular cleaning and polishing/painting of front door.

## **8. GENERAL**

- a. Adhere to new changes in Local and Central Government initiatives as and when they are implemented and advise the Trust Manager.
- b. Ensure that all existing stocks are maintained in a safe and tidy environment and recording as and when required.
- c. Ensure the maintenance of all such Logbooks and Records as may be required by both the registering authority and the board of trustees,
- d. Be “on call” for emergencies which may arise within the home and to cover shifts where practicable if all other avenues have been exhausted.

- e. Notify the Trust Manager/NI and staff at the home as soon as possible of your inability to work.
- f. Ensure the security of the home.
- g. Ensure that all staff are aware of and comply with the Confidentiality Policy.
- h. Ensure that all fixtures and fittings are fit for purpose, both inside and outside.

**Ω**

*This job description with detailed tasks is not an exhaustive list and may be amended with the agreement of the Nominated Trustee and the Registered Manager.*

I accept this job description given to me on date .....

Signed .....

Counter signed by .....

Dated .....