

JOB DESCRIPTION



POST: HEAD OF CARE

RESPONSIBLE TO: Home Manager

Job Purpose: To ensure the highest standard of care and service is delivered to the residents whilst maintaining independence and choice. Assist the Home Manager in the day to day running of the home ensuring that the care and service meets both the needs of the residents and legislative requirements. Deputise for the Home Manager in their absence across the full range of duties. Ensure that the Home Manager is communicated with concerning the residents' well-being.

Main Responsibilities:

Care management:

- To take a lead role in overseeing the clinical management of residents condition enabling quality of life through effective care, service and activity.
- To provide clinical leadership, advise and support all care and nursing staff within the home.
- To ensure the Home Manager is kept fully informed regarding the clinical management of the home including the residents' conditions and to provide clinical advice to the Home Manager as necessary.
- Ensure the needs of each resident are assessed and they receive the highest standard of care and service appropriate to those identified needs.
- Ensure each resident has an up to date and agreed care plan, involving the residents and relative where possible, which details the interventions required to meet those needs; evaluating and reviewing the assessments and care plans in line with the policies and procedures.
- To take a lead role in managing the home's clinical responsibilities including but not limited to: infection control, medication management, tissue viability and wound care management, nutritional and dietary requirements, moving and handling management.
- Ensure the running of the care home is in accordance with Colten Care's policies and procedures.
- To assist the Home Manager with staff rostering to ensure that staffing levels meet identified resident needs.
- Ensure that the day to day running of the care aspects of the home are in accordance with management policies, quality systems and demonstrate compliance with the statutory requirements, the Health and Social Care Act (2008) and the Provider Compliance Assessments (Care Quality Commission).

- Act professionally at all times, working within the NMC professional codes of conduct, and evidence ongoing self development.
- Establish good personal relationships with residents and their families.
- Develop and maintain links with doctors, health visitors, social workers, local hospitals and other community workers, promoting excellent communication with all internal and external parties.
- Report any defects in the fabric and furnishings to the Home Manager.
- Understand the protection of vulnerable adults and whistle blowing procedures and when they should be implemented.
- Attend appropriate management meetings and contribute to the overall operational and managerial effectiveness of the Company.

Financial management

- Ensure adequate supplies of nursing and medical equipment are maintained within the home.
- Assist the Home Manager with income processing, weekly wages and operational reporting.
- Maintain all computer and manual records required by legislation and Colten Care policies.
- Assist in the marketing and promotion of the home to maintain high occupancy. Attend promotional functions as requested, taking every opportunity to promote the care home.
- Escort prospective clients or relatives around the care home as and when required checking that vacant rooms are ready for viewing at all times.

Staff Management

- Provide appropriate supervision, effective communication and management of the nursing and care staff team including any visiting agency staff or any staff member from the multi-disciplinary team.
- Give guidance and training to the care staff and provide clinical support and direction as required.
- Maximise staff involvement with the residents' activities both in and out of the home and encourage leisure pursuits accordingly.
- Assist where necessary in the recruitment of staff with support from the Home Manager and the HR department where necessary, in accordance with Colten Care's policies and procedures.
- Arrange orientation and supervise the completion of the induction programme for all new staff, and if a care assistant, completion of the Common Induction Standards.
- Ensure the staffing levels and skill mix on each shift meet with the requirements of the residents, current regulations and company policy.
- Assist in the appraisal of staff identifying and meeting the training needs of staff, promoting their personal and professional development.

- Take an active part in the management of staff performance ensuring that any formal action is taken with the support of the HR department
- Take responsibility for specific aspects of the home's management, if required e.g. ordering and checking medication, training within the home. This will be the decision of the Home Manager.
- Be responsible for the health and safety of self, other staff, residents and visitors under the Health and Safety regulations. Report any hazards or potential hazards to the person in charge or take other appropriate action.
- Adhere to all Colten Care's policies & procedures.
- Adhere to the Protection of Vulnerable Adults and the Whistle Blowing Policy.

Extra duties

- Deputise for the Home Manager in their absence across the whole range of duties in the care home
- Undertake on-call requirements as agreed with the Home Manager.
- Undertake any other duties or training consistent with the role.
- This is not an exhaustive list and may be reviewed at any time to reflect current or changing practices.

**PERSON SPECIFICATION
HEAD OF CARE**



Criteria	Essential	Desirable
Experience: Relevant management experience in a similar environment Some evidence of proven management experience Care of the elderly including EMI/Dementia care	 ✓ ✓	 ✓
Knowledge/Qualifications: Maintain registration with NMC RN1 and RN3 qualifications Relevant management qualification Demonstrate working knowledge of care standards Effective Mentorship course	 ✓ ✓ ✓ ✓	 ✓ (RN3) ✓
Essential skills Effective communicator at all levels Demonstrable evidence of leadership qualities Ability to function autonomously and using own initiative Planning and organising skills ability to prioritise Demonstrable evidence of written records	 ✓ ✓ ✓ ✓ ✓	
Essential qualities Professional appearance Flexible approach to working Supportive of staff Reliable and Trustworthy Understanding of confidentiality	 ✓ ✓ ✓ ✓	