


| <b>JOB DESCRIPTION</b> |                         |   |
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| Position:              | <b>Care Manager</b>     |  |
| Reports to:            | <b>Director of Care</b> |   |
| Date:                  | <b>December 2018</b>    |   |

**Purpose of Job**

To support the management of the Flexible Respite service providing specialist care advice and assistance as well as care management and staff supervision duties as requested by the Director of Care. This role will also be expected to provide regular high-quality person centred independent social support; ie flexible respite, to adults and older people and short-term relief for caregivers.

**Main duties and responsibilities**

1. Undertake Respite Worker Supervisions and Appraisals in line with the current Company procedures as requested by the Director of Care; providing feedback on performance and setting targets for improvements where necessary.
2. Carry out observations/spot checks (announced and unannounced) of Respite Worker support in order to ensure the Flexible Respite Service is being delivered to the required standards. Providing feedback to the staff member following observations, following up with staff in supervisions as necessary.
3. To support the Director of Care in carrying out assessments of potential new Clients to determine suitability for the Flexible Respite Service as and when requested. Ensuring that Clients/family members complete and return the necessary Flexible Respite documentation before commencing with the service.
4. To support the Director of Care in carrying out reviews with Clients/relatives when requested and at regular intervals as set out in Company Procedures to ensure the service is being delivered in accordance with the Support Plan/customer satisfaction. Discussing any updates/changes as required following review and ensuring these are implemented.
5. Complete audits of Client Log Sheets as and when requested by the Director of Care, ensuring Client notes are kept up to date.
6. Facilitate introductions of Respite Workers to new and existing Clients when requested by the Director of Care
7. Undertake Home Visits if requested by Clients/Relatives or as delegated by the Director of Care.
8. Attend multi-disciplinary team meetings/updates as and when requested by the Director of Care, providing prompt feedback on these.
9. The completion of staffing rotas as and when required and ensuring all changes to the rota are accurately recorded on the Companies online Rostering system.

10. Deputise for the Director of Care in her absence, including covering the Director's annual leave and undertaking fortnightly two day on call cover.
11. Support the lone working operation of staff as and when required.

**Respite Care:**

12. Provide respite care that offers personal choice and treats Clients with dignity and respect at all times.
13. Provide a dignified, safe and stimulating service where Clients are encouraged to exercise choice and to promote their independence.
14. Provide companionship and support Clients in daily activities, appointments, social activities and outings, both at home and within the community.
15. Support Clients in their day-to-day living, including assistance with their personal care as per agreed care and support plans.
16. Assist with personal cleanliness; for example, continence, washing, bathing, showering, personal grooming and dressing and undressing as required.
17. Help prepare and serve light meals as required and provide assistance with feeding where necessary.
18. Undertake light housekeeping/ domestic tasks to support Clients in their home such as washing up and cleaning tasks.
19. Develop and maintain good relationships with Clients, their families and professionals involved with clients.
20. Provide reminders and prompts to Clients to take medication.
21. Assist with oral and/ or topical medications as per the GPs'/prescribing medical examiner's instructions and with regard to the policies and procedures and safe recording practice of the Company.
22. Support Clients in managing their money under very tightly controlled circumstances; eg cashing pensions or allowances/ paying bills, at the nearest post office, bank.
23. Participate in maintaining and updating Client's support plans.
24. Observe and report back promptly to the Director of Care any alterations in circumstances that can affect service provision.
25. Provide regular feedback to the Director of Care on duties and updates as necessary to the Director of Business Support and/ or HR Manager.
26. Ensure all administrative tasks are carried out in accordance with the Company's policies, procedures and standards.

27. Promote and ensure the good reputation of the service and Company at all times.
28. Complete expenses as required for submission to the HR Manager.
29. Attend/ undertake any supervision/ training as identified by the Director of Care to enable you to fulfil your role and ensure your continuing professional development.
30. Ensure that respect and commitment to equal opportunities is always practiced.
31. Work in accordance with all Company Policies and Procedures and Guidelines.

Job context and other relevant information. The post holder:

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must work in accordance with the Company's policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as may be required to meet the needs and responsibility of the Service and the Company.

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| <b>Person Specification</b> |
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**Job Title: Care Manager**

| Criteria   | Essential/Desirable |
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| <p><b>1. Skills/Abilities/Knowledge</b><br/> <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i></p>   |                     |
| <ul style="list-style-type: none"> <li>• Extensive knowledge of good care management practice</li> </ul>   | Essential           |
| <ul style="list-style-type: none"> <li>• Good working knowledge of mental health issues</li> </ul>   | Essential           |
| <ul style="list-style-type: none"> <li>• Knowledge of Adult Protection issues</li> </ul>   | Essential           |
| <ul style="list-style-type: none"> <li>• Ability to audit existing day to day practice and performance, identify scope for improvement and influence changes as necessary</li> </ul>   | Essential           |
| <ul style="list-style-type: none"> <li>• Ability to deputise for the Director of Care's annual leave and undertake fortnightly on call duties and be willing to attend Client homes as necessary/in the event of an emergency</li> </ul>   | Essential           |
| <ul style="list-style-type: none"> <li>• Ability to lead, coach and mentor staff</li> </ul>  | Essential           |
| <ul style="list-style-type: none"> <li>• Ability to provide One to One Care: to provide care and support so enabling a Client to feel valued and respected as an individual</li> </ul>   | Essential           |
| <ul style="list-style-type: none"> <li>• Ability and commitment to undertake care practice in accordance with the Scottish Social Services Council (SSSC) Code of Practice, National Care Standards, Scottish Commission for the Regulation of Care and the Company's policies and procedures</li> </ul> | Essential           |
| <ul style="list-style-type: none"> <li>• Awareness of the needs and rights of adults and older people</li> </ul>   | Essential           |
| <ul style="list-style-type: none"> <li>• Verbal Communication Skills: to communicate effectively with Clients, relatives/ care givers, colleagues and other professionals</li> </ul>   | Essential           |
| <ul style="list-style-type: none"> <li>• Interpersonal/ social skills: to be able to engage, develop and maintain professional relationships with Clients, relatives, other professionals and to work as a team with colleagues</li> </ul>   | Essential           |
| <ul style="list-style-type: none"> <li>• Written Communication Skills: to complete forms, records and care plans clearly and accurately</li> </ul>   | Essential           |
| <ul style="list-style-type: none"> <li>• Ability to work as a lone worker</li> </ul>   | Essential           |
| <ul style="list-style-type: none"> <li>• Emotional Resilience: to be able to cope with and respond to challenging situations; e.g. changing behaviour, bereavement.</li> </ul>   | Essential           |
| <ul style="list-style-type: none"> <li>• Ability to recognise and identify hazards and minimise risk.</li> </ul>   | Essential           |
| <ul style="list-style-type: none"> <li>• Basic computer skills, including experience using Microsoft Windows, word-processing and e-mail.</li> </ul>   | Essential           |

## 2. Experience

*This section specifies the level and quality of experience required.*

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| • Significant and recent management experience managing a care service for adults/ older adults | Essential  |
| • Experience in providing person centered care  | Essential  |
| • Experience of Supervising/Managing Staff  | Essential  |
| • Experience of Service User/Client Assessments in a Care Setting                               | Essential  |
| • Experience of auditing service provision  | Desireable |

## 3. Education/Qualifications

*Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.*

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| • A relevant Practice and Supervisory qualification enabling Registration as a Supervisor in a Care at Home Service with the Scottish Social Services Council (SSSC) or the requirement to obtain these qualifications in the timescale set by the SSSC; or current Registration with the NMC | Essential |
| • Evidence of ongoing CPD to keep up to date with latest research and good practice guidance  | Essential |
| • Moving and Handling & First Aid certificates  | Desirable |

## 4. Other

*This section specifies other factors which may be necessary.*

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| • Member of the Protection of Vulnerable Groups (PVG) scheme for adults and retain this membership throughout the period of employment with the Company. | Essential |
| • A flexible approach to work.   | Essential |
| • Willing to participate in training and other Continuing Professional Development Activities.   | Essential |
| • A genuine interest in working with older people and providing high quality person centered care.   | Essential |
| • Able to work over a shift rota including days, evenings, overnight and weekends  | Essential |
| • Able to provide a regular on call service for the business   | Essential |
| • A current driving license (and use of car which is insured for business purposes)  | Essential |

## 5. Equal Opportunities

This Company is working actively to promote equality of opportunity both in its employment practices and in the delivery

Essential

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| of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice |  |
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| <b>6. Conditions of Service</b> |
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| The post will be subject to the terms and conditions of the Company which are outlined within the Company's Contract/ Statement of Particulars of Employment. |
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