

REGISTERED CARE MANAGER (Trafford & Stockport)

Post title:	Registered Care Manager
Salary:	£25,500 + Pension
Contractual term:	Permanent
Location:	You will be required to work in the Trafford and Stockport area, and occasionally within the organisations other service locations of Bolton, Oldham, Rochdale and Salford.
Responsible to:	Operations Manager
Responsible for:	Service Co-ordinators
Hours	Full time, 37 hours per week – Monday to Friday. Some attendance at evening meetings will be necessary. Share of on call maybe required.
Holiday entitlement:	24 days including 1 extra day for each year work up to 5 years + 8 Statutory Bank Holidays.

Level of responsibility and accountability:

As a Registered Care Manager, you hold overall responsibility for the delivery of Crossroads care services across a defined geographical area, and therefore must comply with all regulatory requirements including registration and inspection processes as laid down by the Care Quality Commission.

Working patterns:

You will work flexibly as required to enable you to provide management and support to services in your defined geographical area. This may include evening and weekend working. You will be expected to undertake on-call duties where required.

Overall Purpose:

- Undertake the management of all care services within a defined geographical area including the development of new business opportunities.
- To promote and build community links and good working relationships with other local carer organisations.
- To act as an Ambassador for Crossroads Care both internally and externally.
- Promote the development, involvement and active participation of individuals receiving the Crossroads service.

- Ensure that each individual receiving the service has a written agreement, which sets out his / her personal terms and conditions, and that the terms of the agreement are fulfilled.
- Set, monitor and evaluate service standards to improve the quality and performance of the Crossroads service. Act as an agent of change to ensure that quality and performance are continually improved to ensure excellent customer focus.
- Establish and maintain effective systems for the monitoring and review of the quality of service provided to individuals receiving the service.
- Ensure good working relationships are developed and maintained with all stakeholders.

Resources:

- Liaise with Care Co-ordinators and Service Co-ordinators to deploy and manage staff teams in the most effective way, including rota management, recruitment and selection of staff, staff probation, supervision and performance review, grievance and disciplinary matters.
- Assess and meet the training and development needs of all staff, providing NVQ assessment and assessment of staff undertaking internal induction and training programmes.
- Act as the responsible budget holder, for the service(s), setting the budget, effectively managing and staying within budget and maximising resources.
- To ensure that contracts and specifications for the service are capable of delivery, within the price agreed.

Developing Services:

- Develop and implement a continuous improvement plan for services in consultation with individuals receiving the service, staff and other key stakeholders, through direct support of the Business Development Manager.
- Ensure a close working relationship with the Business Development Manager to develop growth and services within your area.
- Take responsibility as delegated by the Operations Manager for the development of new and existing services.
- Represent and promote Crossroads in external forums as directed by the Operations Manager.
- Help to increase the effectiveness and efficiency of Crossroads services through identification of improvements to the service;
- Drive initiatives within the Care Management team that contribute to the long-term operational excellence of Crossroads;
- Provide support and advice on matters relating to modernisation, business structure, development, growth opportunities; marketing, promotions and fundraising.

- To work with the Quality & Performance Officer and Operations Manager to identify underperforming areas and areas of further development and improvement.

Information

- Establish and manage effective administrative and communication systems, in accordance with organisational and legislative requirements.
- Provide information about the service to other people, as required and in a suitable format. This may include formal presentations and written reports.
- Ensure effective internal communications within the Senior Management Team, Care Management team and care workers.

Customer Care:

- To have overall responsibility for all customer care within the defined geographical area.
- To ensure that an effective process is in place to respond to, resolve and evaluate complaints to ensure that the organisation learns from any expressed dissatisfaction.

Staff management:

- Establish and maintain appropriate staff resources for care operations to ensure that all projects are delivered effectively, efficiently and to Crossroads quality standards within the defined geographical area.
- To recruit, supervise, appraise and manage the performance of Service Co-ordinators and to oversee the recruitment, selection, supervision, appraisal of care staff within the defined geographical area.
- Embracing new government policy around volunteers in the work place.

Organisational, Health and Safety and Legal Compliance

- Ensure that all care services comply with the Health and Safety Act and Regulations, Care Standards Act and Regulations, General Social Care Council Codes of Practice, any other legal or contractual obligations and Crossroads policies and procedures
- Register as the Registered Manager on behalf of Crossroads with the Care Quality Commission.
- Ensure and promote the health and safety of staff within the work environment.
- Obtain and display all required certificates and licences.

Equal Opportunities and Diversity

- Ensure that the delivery of the service is underpinned by a commitment to equality of opportunity and diversity.

- Promote Crossroads Care service within all Black minority and ethnic communities and other hard to reach minority groups.
- Have an inclusive approach to both service delivery and recruitment.

Other

- Undertake travel effectively to different locations.
- Cover for other Registered Care Managers at times of annual leave and unexpected absence.
- Undertake any other duties consistent with the objectives of the post.

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JOB SPECIFICATION REQUIREMENTS – REGISTERED CARE MANAGER

EDUCATION & TRAINING:

E = Essential

D = Desirable

Must hold NVQ4 and be working towards NVQ5 including Registered Managers Award/Leadership of Care Services Qualification. Staff working towards NVQ5 will be asked to sign an agreement. E

A demonstrable commitment to professional development. E

EXPERIENCE:

Experience of managing and developing care services. E

Experience of people management. E

KNOWLEDGE AND KEY SKILLS

Detailed knowledge of Care Standards Legislation, including Community Care Legislation and how they apply within the working practice. E

Knowledge of care and risk assessment processes and care management. D

Demonstrated leadership and vision in managing staff, staff groups, projects and initiatives. D

Ability to coach, mentor and provide training to staff E

Highly developed interpersonal and communication skills both written and verbal. E

Ability to present information using presentation skills D

Knowledge of employment law legislation D

Knowledge of Health and Safety legislation E

Ability to collect, interpret and present performance information E

An understanding of the health social care sector / market E

An understanding of personalisation and direct payments procedures	D
Ability to prioritise, work independently and manage budgets	E
Ability to work in partnership with carers and service users, ensuring their involvement in decision making wherever possible.	E
A knowledge of and a commitment to equal opportunities.	E
Excellent IT skills including Microsoft Word, PowerPoint and Excel.	E

QUALITIES AND ATRIBUTES

Be committed to career and personal development	E
Have a strong willingness to learn and develop new skills	E

OTHER

Have a valid driving license and own transport which can be used for business purposes.	E
Willingness to travel around the Greater Manchester area	E