

Home Manager

Summary Job Description

This is not an exhaustive list of responsibilities and the Home Manager will be expected to perform other duties of a similar nature and level of expertise.

This job description will be reviewed whenever appropriate by mutual agreement with the Home Manager and will reflect their views and take into consideration any service developments.

Job Title

Home Manager

Reporting to

Area Manager

Location

Based in a small group home in South Wales. Expected to provide support and rehabilitation for clients inside the home and in the wider community.

Salary

£20,000 to £30,000

Other Benefits

Contributory Pension; Private Medical Insurance; Death-in-Service Benefit; Subsidised Health Benefits; Bonus Schemes.

Summary of the key components of the role and responsibilities

- To understand and meet our clients and partners' needs – focusing on exceeding expectations.
- To act as the registered manager of the relevant small group home(s) undertaking the duties set out in regulations, national minimum standards and contractual requirements as well as in accordance with Integra's mission, vision, values, expectations, policies and procedures.
- To coordinate the support for each client – within the home and with the support of central colleagues – to achieve their agreed placement aims and goals and to report on progress made against agreed actions on a regular basis internally and externally.

- To manage activity within the home effectively by ensuring every individual clearly understands their job, their roles and duties on shift, their delegated responsibility (if relevant) and follow-up to ensure these duties are occurring effectively and/or to provide support as necessary.
 - To lead and manage continuous improvement activities within the home – through reviewing the quality of care and service within the home, participating in Integra-wide quality assurance programmes and delivering agreed priorities and improvements in procedures.
 - To help each staff member to reflect on their practice – individually and as a team – and to assist everyone to maximise their personal growth through training, coaching, feedback, the use of Integra’s competency framework and on-the-job experience.
 - To maintain a stable, supportive and positive environment for our clients and staff team.
 - Deliver agreed individual objectives for the year and the home delivers its annual development plan.
 - To report on key performance indicators and performance measures (mainly operational) on a regular basis and to involve central category leads as appropriate to work together to address areas where improvements can be made.
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Key Service Targets

- To meet and exceed customer expectations (both clients and partners).
 - Provide the right level of support and rehabilitation for each individual seeking to reduce dependency on paid support and facilitating move-on.
 - To deliver agreed service priorities in accordance with Integra’s values and policies.
 - To ensure we have a stable, cohesive staff team with sufficient numbers, skills and experience to support clients in their assessed needs at all times.
 - To create a ‘high performance’ positive empowering work culture with an achievement focus.
 - To support and maximise individual wellbeing and potential (both clients and staff).
 - To improve the efficiency and effectiveness of our services demonstrating good value for money.
 - Debrief with individual(s) before developing and implementing action plans following incidents, complaints, audits etc.
 - To demonstrate personal commitment to learning (of self, others and within the organisation) and to develop a track record of successful innovation delivering service improvements.
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Summary of Other Duties

- Communicate regularly and proactively with colleagues in head office.
- Perform such other duties as are necessary from time to time as requested by a Category Lead, the Area Manager or a Director.
- Provide cover for other home managers if required to under exceptional circumstances.
- Be prepared to be on-call when off duty at agreed times.

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Person Specification

PLEASE NOTE: Integra uses the competencies set out in person specifications to assess the extent to which individuals meet the criteria for the relevant post. Where candidates lack the competencies identified as ‘desirable’ in the Person Specification, they will be required to address this as soon as possible after being appointed to the post.

Employees seeking promotion within Integra must obtain all desirable competencies prior to being promoted. It is not sufficient simply to state you possess the competence. As much evidence as possible should be provided in both the application form and interview for each statement made.

Short listing criteria			
Core requirements		ESSENTIAL	DESIRABLE
1	Minimum of 21 years of age. A Driver.	✓	
2	The ability to work flexibly – including from time to time, as identified by yourself, evenings, nights and weekends. Ability to do on-call.	✓	
3	Ensures equal opportunities policy followed in practice.	✓	
4	NVQ Level 4 in Care or Management.		✓
5	A minimum of five years experience in care-related work (at least three years within mental health). Good understanding of mental health theory and practice – including risk assessments.		✓
Supporting clients		ESSENTIAL	DESIRABLE
6	Strong, proactive communicator in all mediums, internally and externally.	✓	
7	Leads team in providing a person-centred approach and commitment to promoting autonomy and facilitating informed choice.	✓	
8	Able to develop effective relationships with individual clients, staff and visiting clinicians and families. Respectful and responsive.	✓	
9	Can motivate, inspire and encourage others to work toward a vision of client-centred, recovery-focused care.	✓	
10	Ability to monitor staff implementation of care plans and agreed contractual requirements. Assists in the development of Client Action Plans. Ensures clients are supported appropriately in working towards their goals and that outcomes are monitored.	✓	
11	Able to supervise key workers to ensure clients are supported appropriately. Must have previous experience of being a key worker.	✓	

Approach to quality		ESSENTIAL	DESIRABLE
12	Seeks to learn from every incident or complaint. Debriefs effectively with staff to ensure lessons are learnt. See issues as learning opportunities. Takes responsibility to address shortfalls on a timely basis.	✓	
13	Personally committed to improving own skills, knowledge and approach.	✓	
14	Seeks to involve others if unsure. Able to propose solutions, but prefers to reflect with colleagues when there are significant issues.	✓	
15	Innovative and able to introduce improvements in service delivery within the home and organisation (e.g. quality, effectiveness, efficiency).		✓
16	Understanding of quality assurance processes, audit tools and key performance indicators.		✓
Service culture and development		ESSENTIAL	DESIRABLE
17	Experience of managing risk appropriately through conducting regular risk assessments, care plan monitoring, through proactive liaison with partner agencies, and by checking compliance with procedures on a regular basis.	✓	
18	Positive role model for all staff in feedback culture. Ability to coach colleagues in giving and receiving feedback. Provides and requests feedback on a regular basis. Acts on feedback received.		✓
19	Reflects regularly on own practices. Can support others (individually and as a team) to do the same. Open about own learning needs.	✓	
20	Experience of operating procedures to protect vulnerable adults.	✓	
21	Evidence of proactive partnership working, internally and externally, in the best interests of clients and in accordance with agreed contractual parameters.		✓
Team development		ESSENTIAL	DESIRABLE
22	Demonstrates continuous commitment to self development and learning. Is an effective coach, and strong developer of talent within a competency framework.	✓	
23	Has an open, supportive management style. Has a positive “can do” attitude.	✓	
24	Line manages staff well and proactively. Takes responsibility for team morale and conflict resolution. Supports all staff in their work and development. Deals with underperformance in a timely supportive manner before addressing sustained underperformance formally.	✓	
25	Strong manager of team delivering individual and home objectives. Recognised as a leader. Recognises and introduces best practice in relation to management.	✓	

Working practices		ESSENTIAL	DESIRABLE
26	Ability to monitor staff record keeping (clients, working practices and training) in accordance with procedures and to summarise records on client and staff activity succinctly for presentation internally and externally.	✓	
27	Experience of managing activities to comply with relevant legislation, contractual requirements, policies and procedures and national minimum standards through appropriate management and compliance checking procedures.	✓	
28	Experience of the registration process for homes and of developing a positive relationship with the CSSIW during inspections.		✓
29	Ensures team understand issues regarding confidentiality and the disclosure of personal information.	✓	
30	Proficiency in the use of Information Technology (e.g. word processing, spreadsheet skills and general use of computers including email).	✓	
31	Able to type proficiently.		✓
Managing resources		ESSENTIAL	DESIRABLE
32	Produces an effective rota that meets the needs of individual clients and is fair to all staff (including meeting the reasonable flexibility expectations of team members).	✓	
33	Experience of managing home budgets and minimising wasteful expenditure.		✓