

Home Manager

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

Managing Director

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

Summary of the key components of the role and responsibilities

- Ensure that all staff provide person-centred support and rehabilitation for clients in all aspects of daily living.
- Ensure that the home operates in accordance with Integra's values, policies and procedures, legislation and national minimum standards.
- Ensure that the home meets its annual objectives (including the individual agreed objectives for the home manager).
- Ensure that each client's wellbeing, safety and quality of life are promoted.
- Supervise the work, training and development of support and rehabilitation practitioners.

Supporting Clients

1. Support clients in a way that promotes their independence, equality, diversity and rights, and respects the dignity of the individual.
2. Evaluate risk of abuse and risk of harm to self and others, and appraise the need for intervention.
3. Monitor Client Action Plans ensuring that opportunities for clients to work towards their goals are facilitated and outcomes monitored. Ensure support provided is in adherence to Client Action Plans and other contractual agreements.
4. Assist clients in their daily activities.
5. Ensure key workers support clients appropriately – particularly through formalising clients' aims and objectives and monitoring outcomes.

Working Practices

1. Work in accordance with Integra's values, policies and procedures, regulatory standards, contractual requirements and relevant legislation.
2. Ensure that Integra's health and safety procedures are adhered to; that staff (and clients as appropriate) are aware of and comply with relevant health and safety legislation and are kept informed of these and their rights and responsibilities for health and safety.
3. Monitor staff record-keeping and summarise records kept on client and staff activity for presentation internally and externally.
4. Comply with Integra's policies on the disclosure of personal information and on ensuring confidentiality is maintained in accordance with Integra's *Confidentiality Policy*.
5. Recommend improvements to existing policies and procedures and working practices.
6. Manage risk appropriately through conducting regular risk assessments and care plan monitoring.

Quality Assurance

1. Take personal responsibility for ensuring the quality of service to clients and partners is of the highest standard.
2. Encourage and monitor innovation and the sharing of best practice within the home.
3. Ensure quality assurance processes operate and that clients and relevant agencies participate in providing and receiving feedback on service delivery. Contribute to the reviews of the quality assurance system.
4. Ensure home (client and staff) meetings are held to discuss service performance and community issues and that minutes are taken. Highlight issues for head office.
5. Ensure actions arising from monthly management reporting, quality assurance processes, audits and external reviews are implemented within the agreed timescale and the outcomes checked and noted.

Service Culture and Development

1. Ensure staff demonstrate in their work a comprehensive understanding of Integra's policies and procedures.
2. Promote Integra's mission, values, ethos and services in practice. Act as a positive role model to staff.
3. Encourage a positive non-blame open feedback culture through coaching and the use of feedback. Act on feedback received.
4. Ensure admissions comply with Integra's admissions procedures, assist in assessing referrals to the home and supporting potential clients.
5. Promote proactive partnership working with referrers, commissioners and partner organisations.
6. Assist with the development of new homes (registration, recruitment and training of staff).
7. Participate actively and constructively in internal and external forums and, as appropriate, take a leadership role in these.

Managing Resources

1. Develop and manage the shift rota, participating in shifts as necessary.
2. Run the home as efficiently and effectively as possible – especially through deploying staff in the most cost-effective way consistent with good practice.
3. Complete monthly management reporting packs (including performance against budget and Key Performance Indicators). Investigate variances and take responsibility for improving performance.
4. Maintain proper financial controls and accounting procedures.
5. Develop budget proposals through liaison with head office.

Managing People

1. Line manage staff, supporting their learning and development and dealing with issues of performance in line with Integra's policies.
2. Develop both your own and the team's skills and abilities through coaching, supervision, performance appraisals, training and on-the-job experience.
3. Coach and provide on-the-job training to staff. Identify areas where staff are not yet competent and assist them in addressing these. Identify and utilise best-practice training providers externally.
4. Recruit, develop and retain high quality staff.
5. Regularly review team competencies, team performance and implement required changes in competencies and recommend training requirements as a result.
6. Manage staff activity – particularly agreeing key tasks for each member of staff in line with their competencies and reviewing their performance.
7. Where appropriate, fulfil the Internal Verifier and Assessor roles for staff undertaking Level 2 and 3 NVQs.

8. Respond proactively and constructively where conflict is identified within the team.
9. Initiate or participate in the resolution of any disciplinary and grievance process that might be necessary in the home (for example, where staff have failed to achieve the required level of competence after appropriate support, or where they appear to be in breach of their contract of employment).
10. Agree performance and training objectives for members of staff; provide regular supervision and review against objectives; proactively address performance shortfalls from staff; assess performance against objectives in annual appraisal meetings; help decide promotion and performance pay awards.

Other Duties

1. Communicate regularly and proactively with the Directors in head office.
2. Perform such other duties as are necessary from time to time as directed by an area manager or Director.
3. Provide cover for other home managers if required to under exceptional circumstances.
4. Be prepared to be on-call when off duty at agreed times.

Equal Opportunities Statement

It is the aim of Integra to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, race, colour, religion, marital status, sexuality, age or disability and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. We expect all employees to comply with Integra's *Equal Opportunities Policy* and all recruitment and promotion will be made in accordance with the *Equal Opportunities Policy*.

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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.	✓	
2	The ability to work flexibly, including evenings, night shifts and weekends.	✓	
3	Ensures equal opportunities policy followed in practice.	✓	
4	NVQ Level 4 in Care or Management or comparable demonstrable experience. (Where there is no relevant formal qualification, candidates will be required to acquire one within a certain timeframe of joining Integra).	✓	
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 relevant mental health legislation and 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 coach others in core domestic skills and activities of daily living.	✓	
9	Able to support clients (when appropriate to do so) by drawing upon practical skills, hobbies and interests (e.g. gardening, art, craftwork, etc).	✓	
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 – including acting as a key worker oneself.	✓	

Approach to quality		ESSENTIAL	DESIRABLE
12	Ensures the output of the team is of a high standard across all activities and takes responsibility for continually improving the quality of service delivery internally and externally. Addresses shortfalls in performance proactively and on a timely basis.	✓	
13	Innovative and able to introduce improvements in service delivery within the home and organisation (e.g. quality, effectiveness, efficiency).		✓
14	Understanding of quality assurance processes, audit tools and key performance indicators.		✓
Service culture and development		ESSENTIAL	DESIRABLE
15	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.	✓	
16	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.		✓
17	Experience of operating procedures to protect vulnerable adults.	✓	
18	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
19	Demonstrates continuous self development. Is an effective coach, and strong developer of talent within a competency framework.	✓	
20	Line manages staff well and proactively. Takes responsibility for team morale and conflict resolution. Supports all staff in their work and development. Deals with performance issues in line with Integra's policies.	✓	
21	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
22	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.	✓	
23	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.	✓	

24	Experience of the registration process for homes and of developing a positive relationship with the CSSIW during inspections.		✓
25	Ensures staff understand issues regarding confidentiality and the disclosure of personal information.	✓	
26	Proficiency in the use of Information Technology (e.g. word processing, basic spreadsheet skills, general use of computers).	✓	
Managing resources		ESSENTIAL	DESIRABLE
27	Experience of managing and monitoring budgets to ensure income and expenditure targets are achieved. Ability to take corrective action to prevent and correct adverse variances within service parameters. Deploys staff in the most cost-effective way consistent with good practice.	✓	