



## **JOB DESCRIPTIONS**

### **REGISTERED MANAGER**

<b>JOB TITLE:</b>	<b>Registered Home Manager</b>
<b>REPORTS TO:</b>	<b>General Manager</b>
<b>ACCOUNTABLE TO:</b>	<b>Operations Team</b>

### **SCOPE OF THE POST**

The Manager is required to provide effective clinical leadership, governance and management and it is their responsibility to secure, sustain and promote the reputation of the home. To ensure the delivery of high quality holistic care and to create a caring environment conducive to individual needs and practice research development within the framework of quality assurance.

### **DUTIES AND RESPONSIBILITIES**

#### **Objectives**

1. To ensure that agreed quality assurances initiatives are implemented within the home.
2. Liaise with social care regulators and local authorities to ensure satisfactory standards are maintained
3. To become the person in charge responsible for the day-to-day running of the home with 24 hour responsibility for the care of the Service users.
4. To be the Information Governance Lead for their home and to work in collaboration with the Company's Information Governance Lead, being accountable to the Senior Operations Team.
5. To provide improvement, independence and choice for Service Users, making sure they are treated with dignity at all times.
6. To manage the effective use of resources and maintain high levels of occupancy.
7. To comply with all regulatory requirements at all times and in particular the Regulations for the Registration and Inspection of Care Homes.
8. To ensure policy and procedures are implemented and understood by all the staff to ensure the highest standard of care.

#### **Leadership**

1. To provide leadership to all staff in order to deliver the highest possible quality of care within a safe working and living environment.
2. To be a good model for all employees, being approachable and providing a regular presence on the "shop floor" as well as being consistent in all actions and decisions.
3. To set and maintain clear standards of care within the home in line with Apex Care Homes quality assessment tool.
4. To ensure that staff selection processes for all applied thoroughly and that all candidates are treated professionally. To ensure all staff maintain the registration with their national bodies.



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5. To develop a culture of continuous quality improvement using the framework of clinical governance.
6. To maintain a comprehensive induction process for all new employees to ensure they are effectively introduced to the Care Home, the Service Users and good practices within their first week.
7. Ensure that NMC codes of professional conduct and other NMC guidelines relating to professional practices are followed at all times.
8. Take responsibility and accountability for the delivery of professional, competent and high quality care.
9. To conduct regular reviews with new employees during their probationary period and to always conduct a three monthly review to confirm the appointment or extend the probation period.
10. To ensure all staff are annually appraised and that required standards of performance are being achieved, to manage under-performance through objective setting and regular reviews, and that regular supervisions occur in line with company policy.
11. To ensure complaints and suggestions are positively actioned and dealt with correctly.
12. To identify individual training needs in line with the Home's objectives and the employee's performance, arranging training and evaluating their effectiveness, and ensuring that staff have completed the required training each year.
13. To hold regular staff, Service Users and stake holders meetings to provide and receive feedback, and administer the questionnaires provided as part of the company's Quality Assurance Systems.

### **Care Practice**

1. To ensure that all Service Users have an up-date care plan, which is regularly evaluated and actively involves Service Users in the preparation.
2. To ensure all risks associated with care e.g. moving and handling, mobility, challenging behaviour and skin care is identified and correctly actioned.
3. To regularly monitor the delivery of care given by all staff ensuring that the physical, social, psychological and emotional needs of the Service User are recognised, assessed and met.
4. To ensure the Home and its processes are fully compliant with the Mental Capacity Act and that service users are empowered to make choices where able and where not best interest decisions are made on their behalf involving all those necessary.
5. To ensure the Home is compliant with DoLS legislation.
6. To ensure that there is a regular programme of activities, which are arranged in line with the Service Users' needs.
7. To ensure the Service Users receive a pleasant nutritional diet.
8. To ensure an active named nurse and key worker key worker system for all the Service Users.
9. To ensure the maintenance of the highest standards of care consistent with the requirements of CQC/Funding Authorities.



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10. To arrange regular reviews with Social Workers, Service Users, Relatives and Key Workers.
11. To conduct a pre-admission assessment for all potential Service Users.
12. To meet professional and legal responsibilities with regard to the storage, handling and administration of drugs.
13. To ensure the protection and safety of Service Users at all times, which requires conducting regular health and safety checks and checks that the call bell system and the fire alarms systems are always fully functional.

### General Management

1. To understand the legal requirements of the **Care Quality Commission (CQC)** and the Regulations and other legislations and ensure the home complies with **Essential Standards of Quality and Safety**, and whatever legislation or relevant standards that maybe in force at anytime.
2. To personally have a full understanding and working knowledge of all Apex Care Homes policies and procedures and ensure that all these policies are applied at all times.
3. To be responsible for completing the staff rota and ensuring that the staffing ratio meets the needs of the Service Users.
4. To ensure that all annual leave requests are co-ordinated to prevent disruption in the home.
5. To control sickness absence by always conducting back to work interviews and correctly applying company policy.
6. To carry out the duties of “The Responsible Officer” and ensure that the home complies with all statutory obligations and relevant legislation (e.g. environmental health, health & safety and fire regulations). To meet professional and legal responsibilities with Health and Safety issues and ensure that all monitoring requirements are met.
7. Promote a positive customer care orientated environment and ensure all staff are familiar with the company complaints procedure
8. To remain professionally updated and ensure care in all areas is delivered in line with the latest research to promote evidence based practice.
9. To participate with recruitment, selection and retention of staff.
10. To liaise effectively with Head Office Departments, building good working relationships, as required for the good operation of the Home.
11. To ensure that all Service Users have a copy of the terms and conditions of care and that all the necessary funding documents is completed.
12. To enable Services Users to control their own financial affairs, where possible. To ensure that all Service Users finances are controlled and up to date accurate records kept of all transactions, the financial control of their affairs must be undertaken with total accuracy and security.
13. To ensure the security and confidentially of records and information relating to the service.
14. To ensure that staff hours are recorded and sent to payroll on time.



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15. To ensure that all weekly periodical information is completed and returned on time.
16. To attend Manager's Meetings or other meetings as and when required by Head Office.

### **External Relationships**

1. To establish and maintain good relationships with relatives and friends of the Service Users, purchases, referring agencies, the local community and any other parties with whom Apex Care Homes has dealings.
2. To report within 24 hours of its occurrence any serious incident which affects the wellbeing of the Service Users to the Registration Authority and other relevant bodies. To inform the Registration Authority of all deaths within 24 hours, and other relevant notifications that must be made to either CQC or funding bodies.
3. To welcome and be courteous to all visitors to the home at all times.
4. As required to attend meetings with General Manager and Operations Manager to discuss the overall management of the home.
5. To carry out audits where required and manage and complete any quality assurances required by the company, including Managers Monthly checklist.

Any other duties that may reasonably fall within the scope of this post, as may be required from time to time.

### **STANDARD REQUIREMENTS**

#### **RESPONSIBILITIES IN AN EMERGENCY**

Expected to respond to emergency situations involving the safety of service users and others this includes the ability to assist in evacuation of service users, fire drills and false alarms.

#### **CONFIDENTIALITY**

Any information relating to service users or staff acquired during the course of duty must be treated in the strictest confidence and discussed only within the establishment with the most senior member of staff on duty.

The post holder must maintain the confidentiality of information about service users and staff in accordance with the professional code of conduct and relevant legislation such as Data Protection.

#### **EQUAL OPPORTUNITIES**

The post holder must at all times carry out his/her responsibilities with due regard to the company equal opportunity policy and promote the concepts of equality of opportunity and diversity.

#### **HEALTH AND SAFETY**

Employees must be aware of the responsibilities placed upon them under the Health & Safety Act at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.

1. Promote safe working practices within the home and ensure the security within the home is maintained at all times.
2. Adhere to the Homes disposal of waste policy



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3. Understand and ensure the implementation of the Homes Health and Safety policy, and Emergency and Fire Procedures.
4. Report to the Home Manager/Co-ordinator or the Handyperson, any faulty appliances, damaged furniture, equipment or any potential hazard.

**THIS JOB DESCRIPTION IS AN OUTLINE OF THE KEY TASKS AND RESPONSIBILITIES OF THE POST AND IS NOT INTENDED AS AN EXHAUSTIVE LIST. THE POST MAY CHANGE OVER TIME TO REFLECT THE CHANGING NEEDS OF THE SERVICE USERS AS WELL AS PERSONAL DEVELOPMENT NEEDS OF THE POST HOLDER.**