

## ROLE PROFILE

<b>Role Title:</b>	Scheme Manager Regional Support
<b>Department:</b>	Retirement Living and Care Services
<b>Role Purpose:</b>	<p>The Scheme Manager Regional Support will provide management support to our Retirement living &amp; Care schemes across the Midland Heart geography.</p> <p>The role will manage all aspects of the scheme to ensure that the highest possible standard of care and support is provided to customers in line with regulatory, contractual and internal policies and procedures.</p>
<b>Reporting to:</b>	Director of Retirement Living and Care Services
<b>Responsible for:</b>	
<b>Disclosure level:</b>	Enhanced plus Barring Lists etc.
<b>Role Level:</b>	Frontline Manager

<b>Key Role Responsibilities</b>	<p><b>Service Delivery</b></p> <p>To ensure a high quality service is provided to all customers in line with regulatory, contractual and internal policies and procedures.</p> <p>To participate in reviewing individual care and support plans with all relevant parties.</p> <p>To be proactive and ensure the staff team in the service are fully engaged in reviewing, developing and delivering on the organisation's service development strategies.</p> <p>Liaise with statutory and voluntary agencies to ensure necessary support is provided for customers.</p> <p>Deal with the letting of properties in line with Midland Heart's tenancy sign up process.</p> <p>Ensure all new customers understand payments process for property charges, including the receipt of a 'Pay Point' card and associated paperwork is completed.</p> <p>To ensure service users benefit from a domestic environment which is</p>
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	<p>secure, well administered and well maintained.</p> <p>Ensure the security of the building</p> <p>Ensure the building is kept in a clean and hygienic condition and the grounds and communal areas are well maintained.</p> <p>To respond promptly and effectively to crisis and emergency situations.</p> <p><b>Performance management &amp; Reporting</b></p> <p>To manage and monitor performance of service delivery and risk, ensuring compliance with quality standards and performance targets, in accordance with contractual arrangements, relevant regulatory framework, Midland Heart's policies procedures.</p> <p>Manage and monitor the team's performance to ensure that standards, policies and procedures are complied with.</p> <p>Provide performance reports accurately and within time scales as requested.</p> <p>To take responsibility for and monitor the day-to-day administration of the service, including catering, housekeeping, ordering of supplies, notification of repairs and arrangements for replacements, as required.</p> <p>To write reports and assessments of service users as appropriate and to ensure that all records, communications, statistical information, performance indicators and quality assurance measures are up-to-date and accurate; to assist other staff in the production of assessments and reports as appropriate</p> <p>To ensure that all appropriate certificates and licenses are obtained and displayed.</p> <p><b>Staff Management</b></p> <p>Recruit, appraise, manage and develop the performance of staff in the service(s) so that they function as a cohesive high performing team which achieves organisations standards and key targets.</p> <p>Deliver efficient use of staffing resources in the service, ensuring that staffing levels are safe, appropriate and contain the necessary skills mix on every shift in accordance with operational policies, contractual</p>
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	<p>agreements, regulatory expectations.</p> <p>To implement a key worker system, monitor its effectiveness and amend it as necessary.</p> <p>Ensure that each member of staff is fully aware of their role and responsibilities, receives regular and appropriate supervision, and has a personal development plan which is based on a balance between the needs of the individual and the service.</p> <p>To ensure that regular staff team meetings are convened and recorded</p> <p>Create an open and honest environment in which staff feel able to contribute their views and ideas on the development of the service as appropriate.</p> <p><b>Health and Safety</b></p> <p>To deliver and monitor the Health and Safety of service users, staff and visitors to the service and ensure adherence to policies, procedures and risk assessments.</p> <p>Ensure all service users have information about health and safety and what to do in an emergency.</p> <p>Responsibility for developing and monitoring security procedures around medication, valuables and service user monies.</p> <p>Ensure compliance with statutory hygiene and food handling requirements.</p> <p>Ensure fire safety standards are met in line with policies and procedures.</p> <p><b>General</b></p> <p>To work flexibly within a 24-hour rota and to provide stand-by and on-call cover as appropriate.</p> <p>To provide cover as necessary for absent Scheme Managers as and when required.</p> <p>Attend training courses as designated by the organisation</p> <p>Attend all meetings as required</p>
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	Any other duties commensurate with the nature and status of the role.
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<b>Education, Qualifications and Training</b>	<p>Relevant Health &amp; Social Care qualification</p> <p>Evidence of ongoing continuous professional development</p>
<b>Knowledge and Experience</b>	<p>Experience of managing a care or support service in a residential setting.</p> <p>Experience of direct work with Older persons and an understanding of the challenges faced by vulnerable people with care and support needs and how those needs may be met.</p> <p>Knowledge of the Care Act, the Care Homes Regulations and the National Minimum Standards, and of the role and function of the Care Quality Commission.</p> <p>Demonstrable understanding of person centred planning.</p> <p>Knowledge and experience of service user involvement</p> <p>Knowledge of relevant legislation as it impacts upon older persons.</p> <p>Experience of leading, managing and motivating staff.</p> <p>Working knowledge of Health &amp; Safety and food hygiene legislation and regulation</p> <p>Experience of change management</p>
<b>Role Specific Skills &amp; Behaviours</b>	<p>High customer service focus, with excellent communication and interpersonal skills.</p> <p>Well organised, with the ability to work to tight deadlines and excellent attention to detail.</p> <p>Strong understanding and respect for confidentiality.</p> <p>Ability to adapt to changing demands and deadlines.</p> <p>Innovative and creative</p>

	<p>Maintains effective work behaviour in the face of setbacks or pressure.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p>
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