

ROLE PROFILE

Role Title:	Registered CQC Scheme Manager
Department:	Retirement Living and Care Services
Role Purpose:	The role will lead and manage a housing and care scheme to ensure that the highest possible standards of care and support is provided in line with regulatory and contractual requirements, ensuring the scheme is financially viable and delivers inspiring leadership and support to all staff and customers.
Reporting to:	Area Manager
Responsible for:	All Scheme Staff
Disclosure level:	Enhanced plus Barring Lists etc.
Role Level:	Frontline Manager

Key Role Responsibilities	<p>Service Delivery</p> <p>To ensure a high quality service is provided, exceeding the minimum standards of the Care Quality Commission (CQC) and Quality Assessment Framework guidelines, ensuring that all service delivery and staffing levels meet customer needs and contractual obligations of the Local Authority.</p> <p>To hold CQC Registration for the scheme.</p> <p>To develop a productive relationship with Local Authorities to provide a collaborative approach to service delivery.</p> <p>Develop positive relationships with customers and their families and provide them with an effective communications network; managing complaints in line with policy and procedure.</p> <p>To be the scheme lead for transformation and modernisation programmes of services.</p> <p>Conduct relevant audits in line with CQC regulation and implement and monitor improvement plans as required.</p> <p>To coordinate and manage the catering services, bar, shop and coffee bar within budget.</p>
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	<p>To participate in reviewing individual care and support plans with all relevant parties.</p> <p>Liaise with statutory and voluntary agencies to ensure necessary support is provided for customers.</p> <p>Responsible for financial viability of the service; ensuring compliance with Midland Heart policy and procedures and all funding and contractual obligations, taking a proactive and creative approach to new business to support growth of service delivery.</p> <p>To review and set annual service charges for customers; ensuring they accurately reflect core care and amenity charge.</p> <p>Ensure the scheme invoices and collects the correct contractual rates for contracted income and individual budgets</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 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>Performance Management & Reporting</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</p>
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	<p>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>Staff Management</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>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 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>
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	<p>Health and Safety</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 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, achieving 5-star rating with environmental health.</p> <p>Ensure fire safety standards are met in line with policies and procedures.</p> <p>General</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> <p>Any other duties commensurate with the nature and status of the role.</p>
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Education, Qualifications and Training	<p>Relevant Health & Social Care qualification</p> <p>NVQ Level 4 (or working towards) in Management or equivalent qualification</p> <p>Evidence of ongoing continuous professional development</p>
Knowledge and Experience	<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</p>

	<p>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 & Safety and food hygiene legislation and regulation</p> <p>Experience of change management.</p> <p>Demonstrable experience of managing budgets to ensure financial viability.</p>
<p>Role Specific Skills & Behaviours</p>	<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>