**ROLE PROFILE**

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| **Role Title:** | 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](BSF%20Profiles/Frontline%20Manager%20v2.pdf.pdf.pdf) |

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| **Key Role Responsibilities** | **Service Delivery**To develop a productive relationship with Local Authorities to provide a collaborative approach to service delivery.Develop positive relationships with customers and their families and provide them with an effective communications network; managing complaints in line with policy and procedure.To be the scheme lead for transformation and modernisation programmes of services. Conduct relevant audits and implement and monitor improvement plans as required.To coordinate and manage the catering services, bar, shop and coffee bar within budget.Liaise with the appointed care provider, statutory and voluntary agencies to ensure necessary support is provided for customers.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.To review and set annual service charges for customers; ensuring they accurately reflect core care and amenity charge. Ensure the scheme invoices and collects the correct contractual rates for contracted income and individual budgetsDeal with the letting of properties in line with Midland Heart’s tenancy sign up process.Ensure that customers and their families have a voice in their programme of lifestyle activities. Ensure the delivery of a quality programme of lifestyle activities that help people to learn, laugh, live independently and be excited about their future. The programme must be varied and meet the identified needs and preferences of the customers in the scheme.Review and monitor the lifestyle programme’s impact. Report against key performance indicators and provide evidence of performance. Ensure all new customers understand payments process for property charges, including the receipt of a ‘Pay Point’ card and associated paperwork is completed.To ensure service users benefit from a domestic environment which is secure, well administered and well maintained.Ensure the security of the buildingEnsure the building is kept in a clean and hygienic condition and the grounds and communal areas are well maintained.To respond promptly and effectively to crisis and emergency situations.**Performance Management & Reporting**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.Manage and monitor the team’s performance to ensure that standards, policies and procedures are complied with.Provide performance reports accurately and within time scales as requested.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.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 To ensure that all appropriate certificates and licenses are obtained and displayed.**Staff Management**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.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.Deliver efficient use of staffing resources in the service. To implement a key worker system, monitor its effectiveness and amend it as necessary.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. To ensure that regular staff team meetings are convened and recordedCreate an open and honest environment in which staff feel able to contribute their views and ideas on the development of the service as appropriate.**Health and Safety**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.Ensure all service users have information about health and safety and what do in an emergency.Ensure compliance with statutory hygiene and food handling requirements, achieving 5-star rating with environmental health.Ensure fire safety standards are met in line with policies and procedures.**General**To work flexibly within a 24-hour rota and to provide stand-by and on-call cover as appropriate.To provide cover as necessary for absent Scheme Managers as and when required.Attend training courses as designated by the organisationAttend all meetings as requiredAny other duties commensurate with the nature and status of the role. |

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| **Education, Qualifications and Training** | NVQ Level 4 (or working towards) in Management or equivalent qualification Evidence of ongoing continuous professional development |
| **Knowledge and Experience** | Knowledge and experience of service user involvement Knowledge of relevant legislation as it impacts upon older persons.Experience of leading, managing and motivating staff.Working knowledge of Health & Safety and food hygiene legislation and regulationExperience of change management.Demonstrable experience of managing budgets to ensure financial viability.Housing management and housing legal experience |
| **Role Specific Skills & Behaviours** | High customer service focus, with excellent communication and interpersonal skills. Well organised, with the ability to work to tight deadlines and excellent attention to detail. Strong understanding and respect for confidentiality. Ability to adapt to changing demands and deadlines.Innovative and creativeMaintains effective work behaviour in the face of setbacks or pressure.Understanding of and commitment to the principles of equality and diversity. |