

ROLE PROFILE

Role Title:	Retirement Living Manager – Extra Care
Department:	Retirement Living
Role Purpose:	The role will lead and manage a housing and care scheme to ensure that the highest possible standards of service 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:	Retirement Living 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 brilliant standard is provided in all aspects of service delivery</p> <p>To work collaboratively with the onsite care provider to ensure the care standards remain high and the provider continues to achieve good ratings with CQC.</p> <p>To develop a productive relationship with Local Authorities to provide a collaborative approach to allocations and 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>Conduct relevant audits 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> <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</p>
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	<p>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 all related costs and amenity charges.</p> <p>Conduct all related Housing Management tasks including assessments, sign -up's, attending allocations panel, managing ASB and taking legal actions as required.</p> <p>Ensure all new customers understand payments process for property charges.</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 is maintained.</p> <p>Ensure the building is kept in a clean and hygienic condition and the grounds and communal areas are well maintained through effective performance management of staff and contractors.</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 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 customers as appropriate and to ensure that all records, communications, statistical information,</p>
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	<p>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 corporate plan.</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>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>Health and Safety</p> <p>To deliver and monitor the Health and Safety of customers, 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>Ensure fire safety standards are met in line with policies and procedures.</p>
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	<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 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>NVQ Level 4 or 5 in Management or equivalent qualification</p> <p>Evidence of ongoing continuous professional development</p>
Knowledge and Experience	<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 and experience of customer involvement</p> <p>Knowledge of relevant legislation as it impacts upon the customers.</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>
Role Specific Skills & Behaviours	<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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