

Job Description	General Manager
Responsible To:	Divisional Director
Key Relationships:	Home Leadership Team, Care Staff Team, Regulatory and Statutory Bodies, Business Development Team, Quality Auditors, Divisional Leadership Team, Nominated Individual.
Location:	Henley House

Purpose of Role:

To be autonomous in responsibility for the overall management of the service, all measured through key performance indicators such as occupancy, financial management, resident and team engagement, recruitment and through regulatory CQC compliance

To provide and develop a working environment and open culture which fosters high morale and commitment among all staff and promotes their wellbeing, professional and personal development.

To provide leadership in all aspects of the day to day running of the home to ensure a high quality service to residents as measured through key performance indicators.

To demonstrate a highly visible and democratic leadership style that is underpinned by the values of the Trust.

Principal Duties

- Maximise resident satisfaction and financial performance of the home.
- Effectively lead and develop competent, skilled and resident focussed teams that deliver the Greensleeves values and achieve consistent results.
- Ensure that the home meets both legislative and Greensleeves Care standards whilst upholding Greensleeves Care values.
- Effectively manage care assessments to potential residents to ensure their needs are fully assessed planned implemented and evaluated.
- Be the Registered Manager for the service.
- Create and maintain an operating environment that assures resident satisfaction and exceeds expectations.

- Foster relationships with key professionals and ensure that the needs of residents are met through collaboration and agreed service levels.
- Manage contracts with the Local Authority and Clinical Commissioning Groups ensuring a quality service and full compliance.
- Maintain quality standards by conducting regular internal quality audits of the service and responding to complaints.
- Work with the care and compliance team to ensure quality improvement plans are routinely updated and implemented in full
- Monitor standards of care with a 'hands-on' coaching and mentoring approach.
- Effectively manage, appraise and develop the home senior leadership team.
- Ensure that the home is appropriately resourced to agreed staffing levels.
- Ensure that new staff members are effectively inducted.
- Ensure that financial performance of the home is in line with budget and business plans.
- Ensure that all systems, processes and practices are compliant with Greensleeves Care requirements and expectations.
- Produce timely, clear and concise management reports as required.

Other

In addition to the duties and responsibilities listed; the job holder is required to perform other duties assigned by the Divisional Director from time to time.

Post Holders Signature _____ Date Signed _____

Line Managers Signature _____ Date Signed _____