

JOB DESCRIPTION - REGISTERED MANAGER

<u>Responsible to:</u>	The Operations Manager
<u>Accountable to:</u>	The Chief Executive
<u>Purpose of Position:</u>	To manage the Home in accordance with the policies and procedures of Greensleeves Care. To take overall charge of the day to day running of the home; to motivate and lead staff in providing a high quality service to residents.
<u>Values:</u>	To promote and adhere to the Greensleeves Care -Workplace values of respect, openness and responsibility.

Principal Responsibilities

Residents

- To develop and maintain a warm, caring environment geared to meeting individual needs and providing the opportunity for maximum independence, having regard to the rights of individuals to privacy, freedom of choice and opportunity for personal expression.
- To ensure that high standards of care are delivered to meet the needs of the individual resident, to monitor and maintain these standards. To ensure that residents' physical, emotional and social needs are identified and met through assessment and care planning, and that residents maintain their dignity, choice and individuality.
- To monitor the health and general welfare of residents and where necessary arrange for medical attention; to ensure the distribution of drugs and medicines is in accordance with the Trust's medication policy.
- To promote relationships which enable each resident to participate in social activities within the Home and in the life of the local community to the maximum of their ability.
- To ensure the care and safety of the residents and their possessions.
- To maintain and review records relating to residents, ensuring that they (or their representatives) are aware of their rights, have a copy of the care contract and are aware of the complaints policy and procedure.

- To support residents in the taking of decisions in matters which affect their lifestyle.
- To ensure opportunities for residents to provide ideas and feedback on the service provided.
- To provide all relevant information and leaflets to prospective new residents. To encourage visits, show them and their relatives around the home.
- To arrange trial visits and assess whether or not the home is able to meet the needs of any prospective resident.
- To ensure good methods of communication and working relationships are established and maintained within the Home and to hold regular resident and relative meetings.

Staff

- To recruit, appoint and deploy all staff within the home, keeping within budgetary requirements, and making use of the probationary period to ensure that staff of a suitable calibre are employed.
- To ensure that a structured and documented induction programme is carried out for all new staff and, subsequently, to set objectives, undertake planned supervision of staff to ensure training needs are identified and met so that standards of service are understood and delivered.
- To ensure good methods of communication and working relationships are established and maintained within the Home and to hold regular staff meetings.
- To promote good employee relations in the Home, ensuring that the Trust's personnel policies and procedures are implemented promptly and effectively.
- To arrange staff rotas.

Premises

- To ensure that at all times the physical environment, furniture or fittings within the Home is maintained in accordance with all current legislation and regulatory requirements and the need to maintain a pleasant, homely environment for residents.

- To ensure that any malfunction of the heating, lighting or emergency systems are dealt with promptly and ensure the security of the premises.

Financial

- To run the Home in the most cost effective way, consistent with providing the standard of care and environment described above.
- To participate in the preparation of the Home's annual budget and, wherever possible to manage within that budget.
- To be responsible for managing a petty cash budget and keep accurate records of all expenditure.
- To negotiate an appropriate fee with the purchasing authority or the resident or the resident's family if not in receipt of local authority assistance.
- To inform residents or their representatives of the charges payable and to ensure that these are collected on a regular basis.

Records

- To ensure that all records required to be kept in the home by the Health and Social Care Act 2008 and any subsequent relevant legislation are maintained accurately, and are up to date. To have these available for inspection by the Inspection Officer or anyone appointed by Greensleeves Care to see them.

Other Responsibilities

- To prepare an annual business plan setting out financial and other plans for the home.
- To meet with the Trust's representative at least once a month and report on the running of the Home.
- To liaise with and co-operate with CQC inspectors and inspections.
- To develop opportunities for improving the standard of care by encouraging interest and support to the Home by the involvement of relatives, friends and the local community etc.



- To investigate complaints, take appropriate action and report to the representative of Greensleeves Care.
- To participate in meetings, training and workshops as required by Greensleeves Care.
- To be an enthusiastic agent of change and demonstrate a flexible, open attitude to new ideas.

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

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Post Holders Signature _____ Date Signed _____

Line Managers Signature _____ Date Signed _____