JOB DESCRIPTION – CARE & COMPLIANCE MANAGER

RESPONSIBLE TO - REGISTERED HOME MANAGER

Job Purpose - To assist the Registered Manager by leading the care team in achieving and where possible exceeding, care standards determined by CQC, Local Authority Contract Monitoring, and internal bench marking at the Home.

Work with the care team and Home Manager to solve common operational issues and develop action plans to effectively improve the care and quality of the Home in accordance with Greensleeves Care policies and procedures.

Develop and maintain professional relationships with the statutory, government registration bodies, professional partners and contract monitoring teams to ensure that the home conforms to best practice guidelines and Trust expectation in the delivery of care to residents.

Maintain close working relationships with professional partners to achieve successful clinical care outcomes, and achievement of management performance objectives.

To take overall responsibility for the home in the absence of the Registered Manager.

Values - To promote and adhere to the Greensleeves Care workplace values of respect, openness and responsibility.

Principal Responsibilities & Accountabilities **Care delivery** • Ensure that high standards of care are delivered to meet the needs of the individual resident, to monitor and maintain these standards in line with contractual and legislative requirements. • Advise care staff on action to take for the provision of quality day to day care • Provide support and guidance to care staff to ensure that all care requirements ae met and result in care planning and delivery that is effective, regularly reviewed and evaluated in relation to individual resident needs, best practice guidelines and regulatory standards. • Lead the care team to ensure that residents' physical, emotional and social needs are identified and met through assessment and care planning. • Maintain a regular schedule of direct observation in the home to observe care delivery and standards across all service activities. • Conduct periodic audits and checks on the effectiveness of individual staff in the planning and delivery of high quality care. • Participate in the development and revision of care and auditing reporting systems. • Ensure that records relating to residents are understood, acted upon by all staff and that they are reviewed on a regular basis. • Provide early warning of potential care and/or compliance threats and where necessary in discussion with the Home Manager, instigate immediate action to	**Key Measurements** Feedback from Residents and Relatives Monthly Supervision Meeting with Operations Manager The home is fully staffed with minimal or no agency use. Staff supervision and all mandatory training records are maintained and up to date.

resolve problems. • Alert the Registered Manager of any serious concerns in care compliance • Work with the Registered Manager to correct any serious concerns in Safeguarding Adults • Develop and maintain effective work relationships to ensure a coordinated approach for the service provision • Promote and maintain good interpersonal relationships between staff, residents and relatives, senior management team and visiting professional such as GP's, District Nurses, Chiropodists etc. • Help to control the issue of drugs for which the Home has taken responsibility, to maintain the necessary records and to ensure the accuracy and reliability of the systems for administering medication. • Arrange trial visits and assess whether or not the home is able to meet the needs of any prospective resident. • Lead, manage and develop the work of the staff team, under the supervision of the Registered Manager, by setting objectives and supervising staff. Carry out appraisals and ensure development needs are met through appropriate training and staff development programmes. • Advise on a safe environment for staff, residents and visitors, through awareness of statutory requirements for fire, health and safety, risk assessment, manual handling policies and procedures and full compliance with the Care Standards Act 2000. • Assist the Registered Manager and Home Administrator / Book keeper in the	Income and expenditure is maintained within the Greensleeves Care agreed budget The Home is fully compliant with CQC and maintains all other statutory and legal obligations are met. Feedback from Residents and Relatives Occupancy is maintained Feedback from Professionals visiting the Home

maintenance of records relating to staff employed in the Home. **Quality Monitoring** • Utilise the Greensleeves Care Quality Monitoring Tools to any Care and Safeguarding of Adults concerns to ensure issues are identified and effectively addressed. • Work with the Registered Manager to review and effectively manage the delivery of care standard and achieve any regulatory improvement or action plan requirements within the specific time scales. • Provide a result based monthly report to the Registered Home Manager, advising of remedial action taken at address Quality Audit Report needs. • Ensure that all Greensleeves Care Policies and Procedures are followed. **General** • Take responsibility for the running of the Home in the absence of the Registered Manager. • Assist the Registered Manager and Home Administrator / Book Keeper in the effective and efficient running of the home, including budgetary control. • Assist the Registered Manager with the management of the Homes staffing, financial and material resources, including active involvement in staff recruitment and selection.	The Home is warm and welcoming to visitors Results of Home inspections and audit (internal and external) Income and expenditure is maintained within the Greensleeves Care agreed budget

- Ensure that Equal Opportunity policies are followed and promoted within the home with regard to both staff and residents.
- Co-operate with Inspectors of the Care Quality Commission.
- Take responsibility for the running of the Home in the absence of the Registered Manager.
- Be instructed in First Aid and be available to the Home in this capacity.
- Be available for on-call duties, as required.
- A commitment to be flexible and to embrace change is expected.
- 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.

Other Responsibilities

- To support the preparation of the annual business plan setting out financial and other plans for the home.
- 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 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.

General responsibilities applicable to all colleagues • Understand and support the vision, mission and aims of the Trust. • Maintain awareness of your own and others' Health and Safety and comply with the Trust's Health and Safety policy. • Adhere to policies and procedures within the Home and Greensleeves Care. • Take appropriate responsibility for records held, created, or used as part of your work for the Trust (paper-based and electronic) as per information governance requirements. • Encourage team-working and effective communication with colleagues. • Act as a representative of the Trust and deal with Trust customers, stakeholders, advisors and the public in a professional manner at all times. • Comply with Trust financial policies and practices as applicable. • Take responsibility for your own CPD to ensure you are up-to-date at all times with changes in good practice in your areas of responsibility. • Foster strong working relationships with your counterparts in related organisations and sectors. • Undertake other duties as may be reasonably requested and assigned by the Line/ Home Manager.	

Post Holder's Signature _____ Date Signed_____

Line Manager's Signature _____ Date Signed _____