Job Description **Divisional Support Manager**

Responsible To: Divisional Director

Key Dimensions: Staff directly responsible to post holder: 3

Location A registered service or divisional office. Frequent travel to homes, head office and sites will be required.

Purpose of Position

The Divisional Support Manager will primarily focus on supporting the delivery of high quality outcomes and financial performance of a business division, comprising a growing portfolio of Greensleeves Care homes. The post carries responsibility for varying tasks across a specified division to ensure care homes deliver the highest possible standards of care and service, while achieving financial performance in line with pre-agreed budget assumptions.

The Divisional Support Manager is responsible for:

- Supporting the Divisional Director in achieving pre-agreed quality and business targets and KPIs
- Co-ordinating and delivering professional support to a growing portfolio of Greensleeves Care registered services
- Line management of the Property Advisor, HR Advisor and Learning & Development Advisor
- Supporting Registered Managers with the day-to-day running and development of their home
- Interim management of a care home in the absence of a Registered Manager or Homes Support Manager (Peripatetic)
- Supporting the successful integration and mobilisation of new homes within the division

The Divisional Support Manager will deputise in the absence of the Divisional Director which may include attendance at Board meetings

Principal Responsibilities

- Lead on fostering a culture that embraces change and with a determination to improve services to residents and provide support and guidance to staff
- Promote the vision, values and goals of Greensleeves through own actions and visibility in the Homes
- Develop a working environment and open culture which fosters high morale and commitment among all staff and promotes their wellbeing, professional and personal development.
- Develop a supportive and positive way of working which focuses on quality, safety, efficiency, compassion and effectiveness
- Demonstrate and maintain a highly visible and democratic leadership style that is underpinned by the values of the Trust.
- Ensure effective and co-ordinated management of the divisional support team, including Property Advisor, HR Advisor and Learning and Development Advisor.
- Support Home Managers to develop, implement and review the individual service Business Plans, ensuring consistency across the division and linkage with Greensleeves Care's Strategic Plan.
- Support Home Managers to ensure that services are managed in a way which ensures compliance with both statutory and contractual requirements, in addition to internal policies and procedures as well as CQC and health and safety legislation.
- Conduct investigations and disciplinary proceedings as required by the division, and as appropriate within this role.

- Provide support as necessary to manage safeguarding issues, liaising with all stakeholders and working at all times to support the individual and protect the reputation and interests of Greensleeves Care. Communicate progress and findings promptly to the Divisional Director and Director of Quality & Compliance.

Service Improvement /Change Management

- To support managers and staff teams in areas of productivity, innovation and service improvement.
- To both sustain and improve services within the Division. This may necessitate improved performance against CQC national standards and indicators.
- To ensure effective communication both within and between care services and that the importance of good and clear communication is understood.
- To help ensure reduced sickness rates, agency use, vacancy rates, budgetary overspend and sustain and support regular staff appraisal and mandatory training.
- To lead, as agreed with the Divisional Director, on specific projects. These may include:

- Introducing new technologies and working practices, being able to effectively plan and prioritise key milestones accordingly.
- Identifying potential problems and putting in place solutions before implementation, reducing the risk of any delays.
- Overseeing the transition of staff and services acquired as part of the Strategic Plan.
- Commissioning and smooth opening of new homes within the division and supporting home managers through the process of new builds and extensions in existing homes.
- Overseeing recruitment activity and allocation of candidates to vacancies in scope of these projects

Functional Responsibilities

- Responsible for the overall leadership, management and development of staff employed within the post holders responsibility in consultation with the professional head of department
- To ensure that those staff receive regular appraisal/reviews in conjunction with professional head of department
- To support HR processes through robust and timely investigation and management of issues such as disciplinary or grievance
- To improve and maintain employee engagement at work

General

- This content of this job description is not exhaustive and will be updated on a regular basis as part of the appraisal review process.
- Objectives and personal development plans agreed and reviewed annually with the Divisional Director.
- All staff are expected to participate as appropriate in external activities which contribute to the standing, reputation and perception of Greensleeves Care.
- The duties and responsibilities in this job description are neither exclusive nor exhaustive. They will be regularly reviewed and may be amended in the light of changing circumstances.

Key Measurements

All services meet or exceed key performance and quality indicators:

- Regulatory and Greensleeves standards are met and maintained
- CQC standards are met and ratings are held at a minimum of “Good”
- Occupancy across the Division is maintained or exceeded
- Budgetary expectation is maintained or exceeded
- Staff satisfaction is high and turnover minimal
- Agency use is reduced and ultimately eradicated
- Resident and relative satisfaction is maintained at a high level
- The reputation of Greensleeves Care and of individual services is promoted and sustained
- Registered Managers are supported to deliver high standards of care

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 Divisional Directo

Post Holders Signature _____ Date Signed_____

Line Managers Signature _____ Date Signed _____