Sanctuary Carr-Gomm

HOME MANAGER

SOUTHWOOD HOUSE, WELLINGBOROUGH

£28,000 PER ANNUM, 37.5 HOURS PER WEEK

We pride ourselves on our commitment to person-centred care and are dedicated to providing activities within all our homes, maximising quality of life at every opportunity.

This is your opportunity to make a real difference to the lives of our residents. Working in our registered care home for 14 residents with physical disabilities and 6 tenants with housing support needs, you will believe passionately in providing the highest standards of care and support. As an experienced leader, you will be able to build and motivate a dedicated staff team that will appreciate and respond to your guidance, knowledge and support. From overseeing budgets to performing NVQ training and encouraging multi-disciplinary working, you will take charge of every aspect of running the services including provision of care and managerial tasks.

Holding or willing to study for a management qualification such as NVQ 4 in Health and Social Care (or equivalent) and NVQ Assessor and Verifier qualifications (A1/V1), you will have broad management experience in a relevant setting. An RGN Level 1 qualification will be advantageous and a driving licence is also desirable as some travel will be required.

As well as strong support and involvement, you will also receive our excellent benefits package, which includes 33 days annual leave (including bank holidays) and a contributory pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SCG1441.

Closing Date: 5pm on 8th March 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working.

An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.

Sanctuary Carr-Gomm is a trading name of Sanctuary Housing Association, an exempt charity.

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

Sanctuary Carr-Gomm

ROLE PROFILE REF: MG3F

Role Title	Home Manager
Reporting to	Regional Manager
Role Purpose	To ensure the home delivers a commercially viable quality service which meets with CQC, legislative and organisational requirements

Key Result Areas (KRA's set out the results that must be produced if the role holder is to be successful in the role. The priority for each KRA may vary from time to time)	**Key Elements** (Key Elements are indicators of performance required to achieve KRAs. The individual elements below may not apply in every situation, nor are they a complete list).	**% Time** (Current priority for each KRA)
Quality Assurance Ensure high standards of service delivery within a quality assurance framework	• Ensure that a consistent approach to service quality can be demonstrated throughout the care home • Ensure that the highest level of care standards are maintained at all times through quality assurance monitoring • Prepare for announced inspections by CQC • Establish effective relationships with residents and relatives • Maintain a proactive and positive approach to complaints	
Compliance Ensure that the home complies with all relevant legislation and registration requirements	• Establish, maintain and monitor procedures • Implement current legislation and registration requirements relating to all operations carried out by the care home • Ensure that designated systems are used effectively to monitor the quality of service provision • Ensure that health and safety requirements are met • Maintain awareness of major care developments and legislation	
Staff Management Manage staff to ensure optimum individuals/team performance	• Recruit, develop and train staff within an QCF framework • Motivate staff to achieve agreed targets and deadlines • Communicate with staff through regular briefings • Manage and monitor staff performance • Ensure that effective and well run rotas are in place	
Economic Viability Ensure the economic viability of the home	• Assist in setting annual budgets for the care home • Monitor and control budgets on an ongoing basis • Monitor budget performance and seek solutions to variances • Ensure income is maximised	

Key Results Areas (KRA's set out the results that must be produced if the role holder is to be successful in the role. The priority for each KRA may vary from time to time)	Key Elements (Key Elements are indicators of expected performance. This is not a complete list and individual elements may not apply in every situation)	% Time (Current priority for each KRA)
Business Management Enable the home to achieve its business objectives	• Contribute to the development, implementation and evaluation of strategies and plans • Make suggestions in relation to the development of the organisation as a thriving and dynamic business • Ensure an understanding and commitment to the delivery of the business objectives of Sanctuary Care by working closely with Sanctuary Housing Association's Financial, Information Systems and Human Resources departments • Assist with the development of group policy and procedures • Ensure a safe, secure and well maintained environment is provided	
Marketing Promote the aims and interests of the business with external organisations so as to raise our profile as a quality care provider	• Represent and promote the organisation at meetings and at other occasions • Develop a multi-disciplinary network of professional external support • Market and promote the business to external agencies and within the wider community	

Competencies

(Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively)

Core Competencies (Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
Adapt to change *React positively and with enthusiasm to change and improvement. Be willing to adapt to differing work demands and situations*	2	• Prepare for change and its effects • Plan how to implement change • Set realistic time frame for change • Help others to accept change by consulting them and explain the need for change and its benefits • Let others know what's going on • Recognise the impact upon others • Deal effectively with objections/obstacles to change
Communicate well with others *Listen to the needs of others and convey information clearly and accurately*	2	• Listen to others and ask questions to clarify points and sum up to ensure others understand • Be clear, concise, precise, use plain language • Be positive and constructive even under duress; Keep cool under pressure • Put across complex ideas simply both orally and in writing • Show sensitivity and understanding in every situation • Prepare in advance for discussion, identify key issues and develop valid responses • Achieve a constructive conclusion, even in difficult situations • Effectively use a wide range of communication tools and techniques • Ensure that any special communication needs are met • Provide reasoned, logical argument

Get the best out of self and others *Continuously strive to improve ones knowledge, skills and abilities to produce the best results. Motivate, guide and support others to develop*	3	• Actively promote a learning culture which supports the organisations objectives • Know staff's strengths, needs and limitations and provide learning/development opportunities • Build cross-functional teams • Build high performance teams with appropriate balance of skills and abilities • Act as a mentor for colleagues • Ensure members of the team respect and use the different backgrounds and experiences
Impress the customer *Ensure service provided consistently meets customer needs*	2	• Encourage and support staff to be client focused and creatively deal with queries/issues • Seek and monitor satisfaction levels responding appropriately • Review existing practices and procedures in customer service, to ensure they are accessible to everyone, take into account any special needs they may have • Offer a responsible service tailored to client needs • Ensure delivery of a top quality service • Make clients aware of what else they might need or may be useful • Successfully attract new customers • Deal effectively with complex and sensitive issues
Work well with others *Contribute towards working as part of a team and involve others through liaising and building trust*	2	• Be aware of what is happening in other departments • Motivate others in team and create sense of shared goals • Gain acceptance by involving/leading the team to meet objectives • Take responsibility for the work of the team as well as their own job • Be able to separate issues from personalities • Provide constructive feedback to others • Help solve others problems • Consistently and fairly recognise and praise team effort

Role-specific Competencies (Role-specific competencies are those Competencies which may apply specifically to the role)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
Create and develop new ideas *Continuously look for new solutions and innovative ways to improve working methods and procedures to carry organisation forward*	2	• Share ideas with others to stimulate discussion • Assess the viability of ideas and suggestions • Create, test and evaluate new, workable business ideas • Encourage others to challenge pre-conceived ideas • Look to other departments/externally for ideas and adapt them to suit the organisation
Influence, persuade and negotiate *Achieve a positive outcome for the organisation through effective negotiation*	2	• Know where the decision making power lies; identify key players who can influence others • Be able to focus on bottom line outcome and be prepared to compromise • Be able to judge an acceptable outcome • Identify and remove blocks to the achievement of goals • Take on board arguments/concerns of others • Be able to counter objections and put forward the benefits • Understand different behaviours for different occasions
Make decisions and implement solutions *Reach decisions to resolve problems*	2	• Encourage others to be focused on clarifying problems, identifying, assessing and implementing solutions • Be aware of the wider implications on the team of decisions/problems • Look at the cause, not just the symptoms of problems • Get buy in from the team for the decision • Be willing to make unpopular decisions and manage the issues • Monitor and review decisions taking appropriate action • Support team members decisions
Plan and organise effectively *Plan, prioritise and think ahead to maximise efficiency and meet deadlines*	2	• Recognise restrictions of time and other resources • Know when and what to delegate • Set deadlines and short term goals for self / team • Estimate resources required accurately; identify availability and use time, money, people effectively • Use appropriate resources to maximum effect • Ensure action points are allocated and followed through
Take financial considerations into account *Maintain diligent approach to forecasting and budget management and actively seek to improve income and expenditure*	1	• Suggest and implement ways of improving the cost effectiveness of the team • Maximise income by recognising and following up opportunities for the team • Monitor the financial performance of the team • Ensure all members of the team understand the budget • Understand the principles of budgetary control and the importance of financial planning and monitoring • Provide/use financial information in a timely fashion

Expertise in Role (Role-related knowledge, skills & experience required at selection)

(Whilst it is preferable to appoint a candidate who meets all the requirements below, consideration may be given to a candidate who displays potential to achieve the required expertise within a reasonable timescale. In these circumstances skills, knowledge or experience in other areas will normally exceed the levels stated below.)

Clinical/technical skills/knowledge and/or functional experience for the role:

- Proven relevant senior management experience in the care sector (2 years minimum)
- Proven ability in budget preparation and control
- Able to demonstrate effective administration skills
- A detailed understanding of legislative requirements
- Able to interrogate and extract data from the computer system
- Able to interpret computerised information and documentation

Relevant technical, vocational or educational qualifications for the role:

- Registered Nurse Level 1/Level 4 Diploma in Health and Social Care and proof of continued professional development
- At least 2 years experience in care for older people environment
- Qualified or willing to study for QCF Level 4 (in Management of Care) or equivalent
- QCF Assessor qualification D32/33 or V1/A1 desirable

Knowledge of software packages:

- Intermediate knowledge of Microsoft Word or similar
- Intermediate knowledge of Microsoft Excel or similar

Staff management skills/experience:

- Evidence of achievement in directly managing staff (5 years minimum)

Initial Induction & Training Required

(Induction or initial training requirements including organisational and local knowledge, procedures, systems, contacts etc)

- Sanctuary Care Induction Programme undertaken
- Individual training in policies, procedures and service standards
- Establish relationships with key contacts
- Understands own role and objectives
- Trained in internal IT systems relevant to role

Estimated time to complete initial induction & training 12 months

How would trained & proficient performance be displayed?

(After completion of initial induction & training and after a further period of time in the role (normally at least equal to the period of the induction and training), the role holder should be able to demonstrate the following:)

- Maintains consistent output
- Achieves expected objectives and consistently demonstrates competencies for the role
- Demonstrates an understanding of procedures/processes and applies these effectively
- Demonstrates an understanding of the role within the business objectives
- Keeps up to date with changes to work practices/initiatives and applies them
- Knows who to ask and where information/source of advice can be obtained
- Effectively handles requests/complaints within a set area of work

Significant Contacts

Significant Contacts indicate the level of responsibility for communication carried out by this role

Level	Description	Residents and Service Users	%	Internal	%	External	%
1	Routine Information Exchange						
2	Agreeing and Interpreting						
3	Leading and Influencing	✓		✓		✓	

Working Environment

(Specific features of the working environment that distinguish the role from the general range of roles in the organisation)

- Care Home based with some travel and occasional overnight stays
- Flexible working approach required to meet the needs of the business with occasional night visits expected
- Participation in on-call rota
- Required to maintain a high level of confidentiality at all times