We believe that people should be looked after with the utmost dignity and respect and are proud of the high standards we achieve through a continuing philosophy of developing standards and delivering service.

NIGHT CARE MANAGER

PARK VIEW, SHIREGREEN, SHEFFIELD

£8.53 PER HOUR, 42 HOURS PER WEEK

In this varied role, you will ensure that residents receive the right level of care to meet their needs. Your duties will include establishing positive relationships with residents and staff and promoting safe working practices throughout the Home. You will also help provide personal care, keeping residents rooms and communal areas tidy.

You will be required to motivate, supervise and monitor a small team who will provide support to our residents. You may also be required to deputise for the manager from time-to-time.

Excellent interpersonal, written and verbal communication skills are essential, along with a friendly and flexibly approach. You will be at least NVQ Level 2 qualified, and be willing to study towards NVQ Level 3 and NVQ Assessor D32/D31 or A1.

Our excellent benefits package includes 28 days annual leave, pro rata (including bank holidays), sick pay scheme and a loyalty bonus.

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:SC3154.

Closing date: 5pm on 5th 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 Care Limited is a subsidiary of Sanctuary Housing Association, an exempt charity.

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

Sanctuary Care

ROLE PROFILE REF: RS4F

Role Title	Night Care Manager - Park View
Reporting to	Home Manager
Role Purpose	To develop a quality service that meets with registration, 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)
Manage Staff Manage staff to ensure optimum individual/team performance	• Recruit, develop and train staff within the appropriate legislative or QCF frameworks • Motivate staff to achieve agreed targets and deadlines • Manage and monitor staff performance • Communicate with staff through regular briefings • Deputise for Home Manager as required • Devise effective and well run staff rotas	
Quality Assurance Ensure personal care is delivered to a high standard	• Set targets for Care Assistants and monitor output against standards • Promote best practice within the home • Monitor relationships with residents, relatives and visitors • Ensure quality services are carried out by staff • Attend meetings with health and social services staff • Promote Investigate and respond effectively to resident complaints	
Compliance Ensure legislative and company standards are met	• Maintain and monitor standards as set by CQC, Local Authority, NSF for Mental Health and other relevant bodies, including Health and Safety legislation.	
Promoting Independence Ensure the delivery of a quality support service	• Prepare, agree, evaluate and monitor residents' care plans • Deliver care which would support the accomplishment of goals aimed at achieving independent living • Ensure residents' integration and inclusion into the community and socialisation within the home • Assist residents in finding training, education opportunities and experience where appropriate • Participate in the completion of quality and risk assessment	
Resident Involvement Promote meaningful resident involvement	• Ensure residents have equal access to services • Ensure services/facilities are accessible and responsive to residents needs • Provide quality information and encourage residents to own their services and to become involved	
Economic Viability Ensure the economic viability of the care home	• Assist in setting and monitoring annual budgets for the home • Ensure income is maximised • Manage costs/expenditure within budget	

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*	1	• Question the status quo and make suggestions for improvements • Be able to see things from different angles and offer workable solutions • Actively contribute ideas and suggestions • Display an enquiring mind • Accept constructive criticism of ideas and bounces back positively
Influence, persuade and negotiate *Achieve a positive outcome for the organisation through effective negotiation*	1	• Aim for positive outcome for all parties not for personal gain • Find, and build, on common ground • Self check when and why issues are difficult • Regularly review • Concentrate on issues not personalities • Do not prejudge • Know when to compromise
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*	1	• Identify priorities and work within deadlines • Think ahead • Be realistic about the time it takes to do things • Monitor progress to keep on track towards objectives and review plans • Have a plan B • Ask for help to decide priorities when there are conflicting demands • Be aware of impending tasks and targets • Document work so others can take over in absence
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)

(Although all these requirements must normally be met on appointment, in special circumstances a candidate may be appointed who does not meet a particular requirement. This is providing that the shortfall can be made good in a reasonable time, and the candidate brings other skills, knowledge or experience which are valuable to the role and the organisation)

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

- Experience of auditing practices within a care/support environment
- Proven relevant experience in care of people eg mental health needs(1 year minimum)
- Able to demonstrate an understanding of relevant legislative requirements
- Functional literacy, numeracy and ESOL competence

Relevant clinical/technical, vocational or educational qualifications for the role:

- NVQ Level 2 or 3 or relevant nursing/social work
- QCF Assessor D32/D33 or A1 desirable or willingness to achieve

Knowledge of software packages:

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

Staff management skills/experience:

- Evidence of achievement in directly managing staff (12 months 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	%	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
- Flexible working approach required to meet the needs of the business with occasional night visits expected
- Required to act as designated Person in Charge in the absence of the Home Manager
- Participation in on-call rota as required
- Required to maintain a high level of confidentiality at all times