



Residential Care Home Manager

Job purpose

To provide leadership in the delivery of nursing and personal care to St Ewold's Residential Care Home. As a member of the Parish management team, to ensure that the Parish, complies with legislation and policies, and that the service provided is lawful in delivering an excellent safe and caring customer experience.

Duties and responsibilities

As a Parish Manager, this role is responsible for the management and delivery of the Residential Care Home. The role is responsible for St Ewolds Residential Home ensuring that all services offered are in line with agreed policies and strategies.

As a manager within the Customer & Care Services team, this role is responsible for leading the management of the St Ewolds Residential Home team and contributing to the development and delivery of its objectives.

Service Responsibilities

The Residential Care Home Manager is specifically responsible for the provision of efficient and effective Residential Care Home service, specifically including:

- To provide a non-discriminatory service treating all people equally irrespective of race, sexual orientation, religion or nationality
- Ensure the Home is compliant with Jersey Care Commissioner legislation and standards
- Administer and maintain accurate financial records relating to the Home and its residents. Liaise with the Parish finance team in planning annual budget setting.
- Ensure residents care needs are assessed as required to make sure the Home can appropriately meet their personal and/or nursing care requirements and the correct level of funding is being obtained to meet their care needs.

- Develop, implement and monitor policies relating to the management of Residents monies in line with Registrations requirements
- Assess and plan for ongoing and future needs of the Home, regarding the purchase of equipment, furniture and decoration. Order and control provisions, cleaning materials and other goods for day to day use in the Home, and where necessary improve cost effectiveness by using resources to their best advantage. The post-holder will promote and maintain a value for money culture in all aspects of purchasing, stock control and allocation of staffing
- Develop, monitor and review risk assessments and management plans, ensuring staff awareness and compliance, demonstrating evidence of implementing effective change and taking appropriate actions to reduce risk.
- Liaise with the Community Services team in the management of Residents maintenance contributions
- Manage allocated resources, both staff and budgetary, to ensure the most effective use.
- Ensure own continuous professional and personal development is maintained.

Parish Wide Manager Responsibilities

As a member of the Parish Management Team, managers are responsible for contributing towards the overall management of the Parish services, ensuring that agreed strategy and policies are implemented and providing efficient and effective services. In particular, this includes:

- Contributing to the development of strategic, operational and financial plans
- Developing and implementing business plans to ensure strategic and operational objectives are achieved
- Monitoring progress and providing assurance over the achievement of all Parish objectives related to the management of employees
- Ensuring that the Parish is operating safely, efficiently and effectively and in compliance with legislation.
- Engendering a positive, supportive culture; where staff and stakeholders are engaged
- Championing the objective “to ensure value for money and probity in respect of all Parish resources”
- Providing support and cover for other senior managers and the Director of Customer & Care Services as required.
- Conceiving, initiating, managing and participating in Parish wide developments and initiatives in pursuit of the Parish’s aims and objectives.
- Developing new and existing partnerships and leading work with partners, stakeholders and agencies that complement and contribute to the achievement of Parish priorities.

Engagement with Parish Life

As a manager within the Parish, the post holder is expected to proactively engage in Parish life, including activities outside the boundaries of their role, attending events and supporting community initiatives.

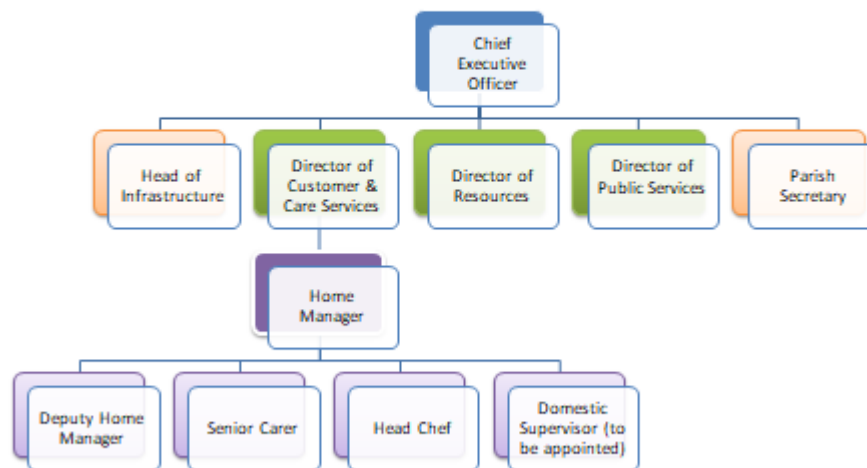
Working conditions

This role will be largely St Ewolds based but with some work off-site. The nature of this role may require some attendance at meetings and events outside of normal working hours.

Reporting Lines

This role reports directly to the Director of Customer & Care Services and will be expected to provide advice directly to the Chief Executive and Directors.

Parish of St Helier - St Ewold's



Dimensions

66 Beds, 61 residential 5 nursing beds

65 staff working over 7 days

Staff budget = £2.3m

None Staff budget = £446k

Income = £3.1m

Job context

As a member of the Parish Management team, the Manager of St Ewolds provides planning and policy integration into the business plan to support long term future service developments.

The Manager of St Ewolds is accountable for the development and implementation of policy and is expected to pursue opportunities and changes that deliver the strategy. Supporting business performance through the management and co-ordination of internal and/or external resources. The post holder is responsible for leading the development of technical and/or functional expertise, and is permitted operational discretion, and latitude to use their own judgement provided that actions are consistent with strategic direction, functional policies and precedents. Operating as a technical specialist across care service areas undertaking critical business activities, the Manager may be called upon to give procedural advice to others as well as to analyse complex information, and interpret legislation and policies.

Key Challenges

- Achieving a high quality nursing and personal care service for St Ewold's residents.
- Championing a long term strategic focus for St Ewold's whilst balancing the need to deliver immediate high quality "business as usual" services.
- Ensure good communication and use of IT systems within the Home to minimize risk to residents and provide the best quality of care.
- Continuously evaluate internal processes, policies and the legislative environment, to forecast and address future needs.
- Streamlining processes to deliver a commercial approach that provides financially viable services whilst ensuring we meet legislation and regulations.
- Identifying and delivering measurable improvements and efficiencies through the use of digital solutions.
- Problem solving and managing teams to deliver services effectively and efficiently.

Person Specification

Criteria	Essential	Desirable
Qualifications RGN or RMN Diploma in Nursing Nursing Degree NMC registered:	X X	X
Previous experience <ul style="list-style-type: none">• Has held a similar position for a number of years• Possess a working knowledge of all the current local legislation and regulations governing care home services	X X X	

<ul style="list-style-type: none"> • Experience in planning and prioritizing workload to ensure care is delivered consistently 		
Special attributes <ul style="list-style-type: none"> • Good interpersonal written and verbal communication skills • Commercial acumen to manage budgets and define potential opportunities to enhance revenue • The ability to be both a good team leader and team member • Ability to multi-task as various priorities can occur at the same time • Ability to manage communications with media to deliver clear and defined messages regarding departmental activities 	 X X X	 X X

Approved by:	<i>Chief Executive Officer</i>
Date approved:	<i>08/08/2019</i>
Scheduled Review Date	<i>2020</i>