

JOB DESCRIPTION

JOB TITLE:	Care Manager
RESPONSIBLE TO:	Responsible Individual / Registered Manager
SALARY RANGE:	£34,320.00 to £41,600.00 per annum 40 hours pw (pro rata) (depending on qualifications and experience).

ROLE SUMMARY

The holder of this post will be a person who is interested and willing to work with children, young people, vulnerable Adult such as adults with learning disabilities, autism, epilepsy, mental health needs, physical disabilities, or other care needs and providing them with day-to-day care. The post holder must be versatile and adaptable enough to develop and use a variety of skills and who is willing to work as part of an enthusiastic team committed to the care, safeguarding and health and safety and the general wellbeing and development of all our clients and service users. The post holder must have compliancy experience in care industry and CQC inspection knowledge and experience. The post holder will be expected to be committed to the home's philosophy of care and to maintain high standards of integrity, confidentiality, and professional behaviour in their approach to service users/ clients and staff team. The role of Care / Registered Manager is very wide and will vary from day-to-day, taking account of the individual post holder's talents and aptitudes as well as the needs of the service users / clients.

Benefits

- Company Car
- Competitive salary
- Company pension
- Tailored training
- Career progression
- 5.6 weeks paid holiday

MAIN RESPONSIBILITIES

Responsible For:

Care Coordinators, Team Leaders, Senior Support Workers, Support Workers and Care Workers
The Care Manager is responsible for the organizing and the day to day running of the service provision in general using the policies, procedures, training, supervision, and guidance provided by the Company.

Responsibility:

To support and assist the Registered Manager in marketing the services provided by the company and liaising with commissioners, prospective clients, health / social care professionals, families and other agencies connected with training and development of the service.

The aim of the position is to maintain continuity of care and support to all service users/clients and to ensure efficiency and reliability of all visits to service users/clients by suitably trained and experienced care/support workers. As a Care Manager, you will also be required in conducting assessments when required and care plan, support plans, risk assessments and review reports.

Purpose of the job:

The Care Manager is responsible for managing the day-to-day operational delivery of care and support services under the direction and oversight of the Registered Manager.

The postholder will lead the care team, maintain safe staffing arrangements, oversee care planning and ensure that service users receive safe, compassionate and person-centred support.

The Care Manager will monitor staff performance, care records, medication practices, incidents and service quality. They will promptly report significant risks, safeguarding concerns, complaints and compliance matters to the Registered Manager.

The Care Manager is not the CQC Registered Manager and does not replace the Registered Manager's formal regulatory accountability.

It is the responsibility of the Care Manager to support the Company Registered Manager and Directors in achieving the aims and objectives of the Company and achieving the level of quality in the service provided to the service users/clients in accordance with the Company's Quality Assurance Policy.

Main Duties and Responsibilities

Operational Management

1. Manage the day-to-day operation of the care service. To work alongside and ensure that all team leaders, care coordinator, senior support workers to implement individualised plan of care for each service users/ clients and to meet the physical, emotional, and social needs of service users/ clients.
2. Ensure that planned care and support are delivered safely and consistently. Ensuring all safeguarding principles and policies are maintained, implemented and adhered to throughout the company
3. Organise staffing arrangements and respond to operational difficulties.
4. Maintain effective communication between staff, service users, relatives and professionals.
5. Ensure that management instructions, policies and agreed action plans are implemented. Ensuring policies and procedures of the organisation and company are adhered to, in particular those relating to fire prevention, health and safety at work, equal opportunity (appreciating and understanding and having knowledge of different ethnic needs and ensuring that everyone's needs are met and encouraged), safeguarding and confidentiality of service users/client's personal information.
6. Provide regular operational reports to the Registered Manager.
7. Escalate serious incidents, risks and compliance concerns without delay.
8. Deputise for the Registered Manager within clearly delegated limits.
9. Participate in the out-of-hours on-call rota where required.

Care Delivery

1. Ensure that service users receive person-centred care that respects their dignity, privacy, independence, choices and rights.
2. Monitor the quality and consistency of care being provided.
3. Ensure that staff understand and follow individual care and support plans.
4. Respond promptly to changes in service users' needs or circumstances.
5. Arrange appropriate professional support when health or care concerns arise.
6. Maintain regular communication with service users and their representatives.
7. Attend care reviews and multidisciplinary meetings where required.
8. Provide direct care or emergency cover when reasonably necessary.

Care Plans and Risk Assessments

1. Coordinate the completion and review of care plans, support plans and risk assessments.
2. Ensure that care documentation accurately reflects each service user's current needs and preferences. Ensuring all staff are completing all written records and information according to requirements in a manner, which is professional and accessible to colleagues and other professionals.
3. Confirm that staff are informed of changes to care arrangements.
4. Check that risk-management measures are understood and followed. Responding and managing clients' aggressive behaviours, self-injuries, or other challenging behaviour exhibited by clients/service users in an appropriate manner.
5. Review plans after incidents, hospital admissions or significant changes in need.
6. Escalate complex assessments or unresolved risks to the Registered Manager.
7. Ensure that consent and decision-making arrangements are appropriately documented.

Staffing and Rotas

1. Prepare and monitor staff rotas.
2. Ensure that shifts and care visits are appropriately covered.
3. Allocate staff according to service-user needs and staff competencies.
4. Arrange cover for sickness, annual leave, training and unexpected absences.
5. Monitor staffing levels and escalate shortages to the Registered Manager.
6. Promote continuity of care through appropriate staff allocation.
7. Check staff attendance, punctuality and completion of assigned duties.
8. Monitor the use of agency staff, overtime and additional hours.

Staff Leadership

1. Provide day-to-day leadership, guidance and support to the care team.
2. Allocate duties and establish clear expectations.
3. Conduct staff supervisions, appraisal, return-to-work meetings and performance discussions.
4. Support probationary reviews and staff appraisals.
5. Address minor performance and conduct concerns promptly.
6. Escalate serious or repeated staff concerns to the Registered Manager.
7. Lead staff meetings, handovers and team briefings.
8. Promote positive teamwork and professional behaviour.
9. Support staff wellbeing while maintaining appropriate standards.

Recruitment, Induction and Training

1. Assist with staff recruitment and interviews. And be responsible and participate in the recruitment and selection process of staff when required.
2. Support the completion of pre-employment and safer-recruitment checks.
3. Coordinate staff inductions and shadowing arrangements.
4. Ensure that staff complete required mandatory and role-specific training.
5. Monitor training expiry dates and report gaps.
6. Assess staff competence within the postholder's training and authority.
7. Identify staff-development needs through supervision and observation.
8. Ensure that staff are not allocated duties beyond their assessed competence.
9. Ensure that staffs act in accordance with statutory requirements, as well as company policies and procedures. Identify team developmental and training needs and oversee the provision of training as required with support and guidance with the Registered Manager.

Safeguarding

1. Recognise and respond appropriately to safeguarding concerns.
2. Take immediate steps to protect service users from avoidable harm.
3. Report safeguarding concerns to the Registered Manager without delay.
4. Follow local safeguarding and organisational reporting procedures.
5. Support safeguarding referrals and investigations as directed.
6. Ensure that staff understand how to recognise and report abuse or neglect.
7. Maintain accurate records of safeguarding concerns and actions.
8. Promote an open culture in which staff can raise concerns.

Medication Management

1. Monitor medication administration and recording. Monitoring and managing service users / clients' medication administration of prescribed medications in accordance with Global Social Care Services policies and procedures.
2. Check Medication Administration Records and report gaps or errors.
3. Ensure that staff administering medication are trained and assessed as competent.
4. Support medication audits and competency assessments.
5. Respond to medication incidents and immediately protect the affected service user.
6. Report medication errors and concerns to the Registered Manager.
7. Liaise with pharmacies, GPs and healthcare professionals where appropriate.
8. Ensure that medication instructions and PRN protocols are clear and current.

Incidents and Complaints

1. Ensure that incidents, accidents, near misses and complaints are recorded promptly.
2. Take immediate action to maintain safety.
3. Complete or support initial reviews and investigations.
4. Inform the Registered Manager of significant events without delay.
5. Communicate appropriately with service users and their representatives.
6. Implement actions arising from investigations.
7. Share relevant learning with the care team.
8. Monitor recurring concerns and report identified patterns.

Quality Assurance

1. Complete scheduled audits of care plans, daily notes, medication records and other service documentation.
2. Conduct spot checks and observations of care practice.
3. Monitor whether staff follow organisational policies and procedures.
4. Identify gaps in quality and implement delegated improvement actions.
5. Maintain evidence that required checks have been completed.
6. Report audit findings to the Registered Manager.
7. Monitor agreed action plans and provide progress updates.
8. Support preparations for internal, commissioner and CQC inspections.
9. Promote continuous improvement within the care team.

Health and Safety

1. Promote a safe environment for service users, staff and visitors.
2. Ensure that hazards and maintenance concerns are promptly reported.
3. Monitor infection-prevention and control practices.
4. Ensure that staff follow moving-and-handling and lone-working procedures.
5. Support environmental, fire-safety and health-and-safety checks.
6. Ensure that emergency procedures are understood by staff.

7. Report serious health-and-safety risks to the Registered Manager immediately.

Records and Confidentiality

1. Ensure that care and operational records are accurate, complete and current.
2. Monitor the quality of daily notes, handovers and incident reports.
3. Ensure that confidential information is stored and shared appropriately.
4. Follow data-protection and information-governance requirements.
5. Report data breaches or confidentiality concerns immediately.
6. Ensure that staff use electronic care and rota systems appropriately.

General Responsibilities

The Care Manager will:

1. Work flexibly according to the needs of the service.
2. Attend staff meetings, management meetings, supervision and training.
3. Maintain professional boundaries and confidentiality.
4. Follow organisational policies, procedures and codes of conduct.
5. Work within delegated authority and seek approval when required.
6. Immediately escalate matters outside their authority or competence.
7. Carry out other reasonable duties appropriate to the role.

Person Specification

Essential Qualifications and Experience

- NVQ Level 3 Diploma in Adult Care, Health & Social Care or an equivalent qualification.
- Willingness to work towards a Level 4 or Level 5 leadership and management qualification where required.
- Significant experience working in adult social care.
- Previous experience in a supervisory, team-leadership or management position.
- Experience coordinating care and managing staff rotas.
- Experience completing or reviewing care plans and risk assessments.
- Experience conducting staff supervision and competency checks.
- Experience managing incidents, complaints and safeguarding concerns.
- Understanding of safe medication management.
- Good knowledge of person-centred care.
- Good written, verbal and organisational skills.
- Ability to use electronic care-management and rota systems.
- Registered with the Care Quality Commission (CQC) as a Registered Manager, or eligible and willing to register.
- Evidence of continuing professional development.

Desirable Requirements

- Level 5 Diploma in Leadership and Management for Adult Care.
- Previous experience as a Care Manager, Deputy Manager or Care Coordinator.
- Experience in supported living, domiciliary care or residential care.
- Knowledge of CQC requirements and the Fundamental Standards.
- Experience completing quality audits and improvement plans.
- Good knowledge of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the Care Act 2014, Mental Capacity Act 2005, Deprivation of Liberty Safeguards (DOLS) and, where applicable, the Liberty Protection Safeguards (LPS), safeguarding Legislation, and Equality Legislation.

- Strong understanding of person-centred care, positive risk management, and promoting dignity, independence, choice, and inclusion.
- Knowledge of employment law, health and safety legislation, medication management, infection prevention and control, and GDPR.
- Understanding of governance, quality assurance, auditing, and continuous improvement.
- Full UK driving licence and access to a vehicle where required.

Personal Attributes

The Care Manager should be:

- Compassionate and committed to high-quality care.
- Organised, reliable and accountable.
- Calm and able to make appropriate decisions under pressure.
- Approachable but professionally assertive.
- Able to motivate and develop staff.
- Willing to challenge poor or unsafe practice.
- Respectful of confidentiality and professional boundaries.
- Able to recognise the limits of their authority and escalate appropriately.

Additional Requirements

Appointment may be subject to:

- A satisfactory enhanced Disclosure and Barring Service check.
- Satisfactory references.
- Verification of identity, qualifications and employment history.
- Proof of the right to work in the United Kingdom.
- Completion of mandatory and role-specific training.
- Participation in the on-call rota where required.
- Ability to travel between service locations where applicable.

Performance Standards

The Care Manager will be expected to:

- Maintain appropriate staffing and rota coverage.
- Ensure that care plans and risk assessments remain current.
- Maintain accurate care and operational records.
- Complete staff supervision and competency check as scheduled.
- Respond promptly to incidents and safeguarding concerns.
- Complete required audits and improvement actions.
- Escalate significant concerns to the Registered Manager promptly.
- Promote safe, consistent and person-centred care.

Declaration

I confirm that I have read and understood this job description and agree to carry out the duties and responsibilities associated with the role of Care Manager.

Employee Name: _____

Employee Signature: _____

Date: _____

Registered Manager: _____

Signature: _____ **Date:** _____

WORKING CONDITIONS

Physical Demands

The Care Manager will have to spend long hours sitting and using office equipment and computers, which can cause muscle strain. The Care Manager may also have to do some light lifting of supplies and materials from time to time.

Environmental Conditions

The Care Manager may have to manage several projects at one time and may be interrupted frequently to meet the needs and requests of clients and staff. The Care Manager may find the environment to be busy, noisy and will need excellent organisational and time and stress management skills to complete the required tasks.

Sensory Demands

Sensory demands include use of the computer, which may cause eyestrain and occasional headaches. The office may be noisy and busy making it difficult for the Care Manager to concentrate.

Mental Demands

The Care Manager will have to manage several requests and situations at one time. Stress may be caused by the need to complete tasks within tight deadlines.

CERTIFICATION

I certify that I have read and understand the responsibilities assigned to this position.

Employee Name:

Employee Signature:

Date:

I certify that this job description is an accurate description of the responsibilities assigned to this position. **Supervisor's Title:**

Supervisor's Signature:

Date:

I approve the delegation of responsibilities outlined herein the context of the attached organisational structure.

Director / Group Registered Manager's Name:

Director / Group Registered Manager's Signature:

Date:

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be exhaustive list of all responsibilities and activities required of the position.

It will also include any other duties appropriate to the post as directed by the Registered Manager and overall, Directors.