

## JOB DESCRIPTION

### Care Home Manager

Viewpoint Housing Association (VHA) is a registered non-profit making organisation providing a range of general needs housing, supported housing and care services for older people in Edinburgh, the Lothian's and Fife.

Established in 1947, our primary objective is to improve the quality of life and well-being of our tenants and care home residents through promoting independence, enabling choice and offering peace of mind in a safe, secure and supported environment. VHA's continued strong financial performance provides the platform on which we will invest in homes that are fit for the future as well as developing and improving our customer services. Our customers at the heart of what we do and we are creating a culture of continuous improvement in the services we deliver.

At VHA, people matter, not just our residents and tenants but our staff. This is an exciting time in the organisation as we work together to shape and develop more customer-focussed services. We are committed to our customers, staff and our communities. These values inform our plans and decisions and underpin the delivery of our strategic objectives.

Working at VHA means working for an employer where people matter. It is important for our staff to be enthusiastic, genuinely caring and willing to learn.

<b>Job Purpose</b>
<p>As Registered Manager and reporting directly to the Head of Care you are responsible for all aspects of the management of the care home, the wellbeing and health and safety of the residents, as well as ensure that the quality of the service provided, complies fully with the National Care Standards.</p> <p>You will be responsible within your Care Home to ensure that as an organisation, we can accomplish our vision and strategic objectives for Care Services.</p> <p>Being comfortable to get hands on with staff to understand the challenges they face is critical, while being able to provide sound and practical advice to the Care Home Teams to ensure that the organisation's practices and policies meet the needs of the organisations values and behaviours.</p> <p>You will be able to work with colleagues from a variety of backgrounds with an approachable and solution-oriented style; keen to support and drive the development of a positive working culture across the organisation and able to represent the organisation in all that they do.</p>

## Key Responsibilities

- Contribute to shaping the future by supporting the ongoing development and implementation of the VHA's business plan, working closely with your line manager and colleagues, at all levels, to achieve our vision for the future.
  - Manage and develop the Care Home Teams in the delivery of effective and efficient Care Services, facilitating and demonstrating a culture where VHA's desired behaviours, attitudes, integrity and its unique personality are communicated to, and reflected in, the corresponding everyday work, actions and attitudes of your team and the wider organisation.
  - Ensure that our Care Services strategy and vision are communicated, shared and understood at all levels within the organisation and are translated into agreed objectives and plans in your area of responsibility.
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- Support your teams in their duty of care, ensuring that residents' needs are assessed, person centred care plans are created, implemented and evaluated, and that residents and relatives are consulted and encouraged to participate in the care planning process.
  - Ensure compliance with all regulatory requirements, National Care Standards, Health and Safety, Scottish Fire & Rescue Service and Environmental Health and work collaboratively with the Care Inspectorate and any other regulatory bodies identified.
  - Responsible for Safeguarding and Adult Support and Protection of all residents in your area of responsibility.
  - Ensure that environmental risk assessments are carried out as required, including legionella and fire safety etc, and escalate any identified risks as and when deemed necessary.
  - Responsible for the delivery of excellent standards of infection control being implemented across the service, in line with VHA Infection Control Policy and Procedure, Health Protection Scotland guidance and ensuring that all regulatory compliance is adhered too.
  - Support the Head Chef and Domestic/Laundry Supervisor to manage ancillary staff to ensure residents' nutritional needs are met and their home is clean and hygienic, the laundry service is effective, and the home environment is safely maintained.
  - Ensure an enjoyable and engaging activities programme is organised to meet the needs and wishes of residents and administrative duties are carried out efficiently.
  - Contribute, as part of the multidisciplinary team, to the development, implementation and maintenance of policies, procedures, standards and protocols to ensure adherence to regulatory requirements and the delivery of the highest level of care at all times.

## Additional Responsibilities

Within organisational policies and delegated authority be responsible for:

- Your team systems, data and processes, including implementing, developing and integrating these as required.
- Alongside the Head of Care contribute to budget planning, reviewing monthly accounts and manage spending and forecasting.
- All aspects of line management of your teams including recruitment, induction, performance and absence monitoring and all training programmes internal and external as well as Elfy compliance.
- Undertaking organisational training as required, including health and safety, GDPR compliance and Safeguarding for yourself and your team.
- Assessing and managing risk as it relates to your team objectives.
- Ensuring compliance with all relevant policies and procedures and when required contribute to the development of policies and procedures.
- Ensuring compliance with all procurement practices and processes including management of contractors within your area of responsibility.
- Monitor, audit and supervise the standard of care delivered to residents and provide accurate and timely management information relating to your team's performance and how this contributes to overall business performance.
- Ensure that all Audits required are carried out timeously and action plans are developed where necessary for quality assurance purposes.
- To provide additional management cover as requested when necessary.

## Behaviours

- Be a role model for staff and stakeholders, showing energetic, determined, flexible and positive leadership that will support our organisational aims and outcomes.
  - Adopt a flexible leadership style with the ability to challenge as appropriate and able to give and receive constructive feedback.
- Embed a coaching culture within your areas of responsibility that upholds the values of the organisation.
  - Provide clear, authoritative and impartial advice and interpretation of complex situations.
  - Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.

## VHA Values

- Inspire with positive smiles and words
- Say 'yes I can and I will'
- Celebrate age, experience and wisdom
- Do according to our customers' wishes and ambitions
- Treat people (everyone is a VIP) as we would a "loved one"
- Work hard, have fun and laugh
- Stay courageous, creative and ahead of the game
- Work with those that share our values

## PERSON SPECIFICATION

1.	Qualifications	D/E	Evidenced
	1st level Registered Nurse with current NMC pin number	E	
	Evidence of Continuing Professional Development	E	
	Management Award or Leadership & Management Award or working towards this qualification	D	
2.	Skills / Abilities		
	Excellent verbal, written and presentation communication skills and the ability to work effectively with a range of stakeholders and convey complex financial information simply and clearly	E	
	Excellent office/ICT skills in relevant software	E	
	Knowledge of GDPR and data protection legislation and guidelines	E	
	Strong organisational and administrative skills, ability to prioritise	E	
	Proven problem solving and strategic planning capability with creative skills and the ability to meet deadlines	E	
	Self-directed, results driven and able to multi-task in a fast-paced, dynamic environment with continued attention to detail	E	
	Effective leadership skills, able to build confidence and motivate and improve performance and foster a supportive culture	E	
	Ability to network, build relationships and create successful partnership working opportunities	E	
	Ability to deliver excellent levels of customer service at all times	E	
	Ability to deliver change using range of influencing, negotiation, facilitation and process skills	E	
	Demonstrate digital approaches to your area of work	E	
	Ability to prepare, manage and monitor budgets	E	
3.	Experience		
	At least 5 years' post registration experience, 2 years of which have been at Manager/Deputy Manager level or equivalent in a care home environment.	E	
	Experience of managing/leading a team	E	
	Experience of assessing, planning, delivering, evaluating and supervising skilled nursing care programmes for older people and people with Dementia	E	
	Experience of working in the not for profit / charity sector	D	
4.	Knowledge		
	Excellent knowledge of and understanding of care home regulations and legislation	E	
	Knowledge of relevant Health & Safety Legislation	E	
5.	Behaviours		
	Highly self-motivated with effective leadership style and a self-managing "can do" attitude	E	

	Determination and willingness to take on new challenges and responsibilities	E	
	Willing to challenge stereotyping, prejudice, discrimination and bias	E	
	Strong approach to performance management with the ability to define and measure outcomes of success	E	
	Strategic thinker, able to deliver a vision of the future organisation	E	
	Willing to be flexible in working hours and able to travel as required	E	