

Job Description

Job title:	Care Operations Manager
Responsible to:	Head of Care Operations & Registered Manager
Responsible for:	Senior Service Manager x 4
Location:	Leatherhead in Surrey, with some working from home and within the community across Surrey
Hours:	35 hours per week, Monday to Friday with occasional out-of-hours work in line with business requirements
Salary:	Circa £40,000 per annum
Mileage Rate:	45p per mile (subject to change based on fuel prices)

We are looking for a Care Operations Manager to have full oversight of the daily operations of the organisation, maximise the number of carers supported in Surrey/care hours delivered, and ensure we are fully compliant in line with regulatory guidance and legislation. We will also be looking to expand our self-funded care business. This is ideal for someone who currently works or aspires to a role in Senior Operations Management.

The role will report into and be required to meet with the Head of Care Operations & Registered Manager on a regular basis to communicate oversight of our operations and ensure they have effective governance to fully evidence compliance and positive outcomes in the event of a CQC inspection, alongside your input during the inspection process.

You will oversee the operational day-to-day management of our professional care support services, ensuring care hour targets are met and ensuring Crossroads Care Surrey's continued compliance with relevant legislation. You will ensure the provision of a high-quality service, enabling individual needs and organisational priorities to be met in accordance with available resources.

Crossroads Care Surrey is an ambitious, forward-thinking charitable organisation that has grown significantly over the past three years, and you will be committed to developing and enhancing the services we provide.

- Develop and lead a team of Senior Service Managers.
- Ensure that resources in the organisation are being allocated correctly.
- Manage and ensure there is adequate cover of the out of hours service.

- Work with HR to identify recruitment needs.
- Work with the Head of Care Operations & Registered Manager to ensure compliance and safe ways of working.
- Establish and maintain effective 360 communication with the operations, training and compliance and contracts team to ensure a robust approach to quality and contractual obligations.
- Offer supervision, coaching and development advice, support, and guidance to direct line management and care staff at all levels.
- Attend networking events to promote the services of Crossroads Care Surrey.
- Work with the Fundraising, Marketing and Communications team to ensure clear direction for fundraising and grants.
- Review the Service Development Plan with the Training and Compliance Manager to ensure overall compliance across the care team in all aspects of current legislation and The Care Quality Commissions Key Questions.
- Deputise in the absence of the Head of Care Operations & Registered Manager regarding operations.
- Investigate and respond to complaints and compliments in line with company policy.
- Liaise with finance to ensure clear reporting and maintenance of budget allocation.
- Be accountable for service provision – to include reporting and analysis on performance.
- Attend 'in office' working days to ensure a thorough and clear approach to the management of the operations team.
- Liaise with the Head of HR/HR Manager with any ER concerns within the operations team.
- Have overall responsibility for IT devices within operations.
- Produce reports outlining the performance of the care team for submission in the Quality Assurance and Compliance Group.
- Grow and develop services within the care team through increasing delivered hours in accordance with the Surrey County Council Contracts.
- Attend Senior Management Team and Committee/Subcommittee meetings as required.

General:

- To be committed to safeguarding and promoting the welfare of adults and children with care and support needs.
- To have a good understanding of a variety of legislation, including the Care Act 2014 and Mental Capacity Act 2005.
- To always work within the philosophy and policies of Crossroads Care Surrey.
- To comply with the Health & Safety at Work Act 1974 and with Crossroads Care's Health & Safety policy, paying particular attention to the reporting of dangerous situations.
- To maintain your own training and personal development and participate in 1:1 supervisions and appraisals when required.
- To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that Equal Opportunity principles are always applied.
- To comply with the Code of Conduct.
- To undertake any other duties that may be considered commensurate with the level of the post.

Essential	Desirable
<p>Qualifications and Training</p> <ul style="list-style-type: none"> • Minimum NVQ 5 in Leadership/Management in Health & Social Care. <p>OR</p> <ul style="list-style-type: none"> • Transferrable qualification in a similar discipline, e.g., Higher Education Certificate/BTEC (Care Management, Business Management etc). 	<ul style="list-style-type: none"> • Senior Leadership qualification in Health & Social Care.
<p>Experience and Skills</p> <ul style="list-style-type: none"> • Previous organisational leadership and line management experience, ideally in a care setting, including rostering and completing observations and supervisions. • Excellent verbal and written communication skills. • High level of IT literacy, including proficiency in Microsoft Office software (Word/Excel) and the ability to learn to use other digital platforms and software. • Experience of designing and writing reports to ensure information is shared in a timely manner. • Experience of participating in or leading formal processes, e.g., disciplinary or absence management processes. • Robust knowledge of safeguarding protocols and experience of handling safeguarding concerns. • Experience of writing and auditing risk assessments and care plans. • Previous experience regarding Learning Disabilities, Autism and Dementia strategies. • Previous management experience in a multi-disciplinary team. • Ability to develop excellent working relationships with team members, carers and people with care and support needs, while maintaining appropriate personal boundaries. • Adherence to policies, procedures, and national, regional and local guidance. • Ability to demonstrate dignity and respect for adults and children with care and support needs. • Understanding of the importance of confidentiality. • Thorough understanding of the needs of (unpaid) carers. 	<ul style="list-style-type: none"> • Experience of training frontline staff. • Experience of providing care to people with wide ranging care and support needs.
<p>Other</p> <ul style="list-style-type: none"> • Full UK drivers' licence with use of a roadworthy car with business insurance • Willingness to travel throughout Surrey when required. • Participation in safer recruitment checks involving past employers and the Disclosure and Barring Service. 	