

Job Description

Job Title: Your name: Your place of work:	Registered Care Manager
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Pilgrims' Friend Society is a Registered Charity which has been providing Christian care and support for over 200 years. Our Christian ethos remains central to everything we plan and do, and all our senior staff are committed Christians.

It is a fundamental principle of Pilgrims' Friend Society that your workplace should be an expression of committed Christian care. It is expected that all staff will commit to avoiding doing anything whilst at work that would undermine this expression and ethos.

We have a distinctive approach to living with people in our homes and schemes. We refer to the people who live with us as "family members" and our approach to care known as "The Way We Care" (TWWC) is highly person centred and values each person as precious and made in God's image.

We are seeking dedicated individuals who are passionate about providing holistic care and support to our family members at Pilgrims' Friend Society. As an integral part of our team, you will play a crucial role in ensuring the well-being and happiness of our family members. To uphold our mission and values, we expect all staff to embody TWWC in their daily responsibilities. We want to engage with the communities and churches around our homes to their benefit as we share our resources and to our benefit as we recruit volunteers who add so much to the quality of what we do. Below are the key expectations for this role:

1. The main purposes of your job are:

The Registered Manager's job is to take an active lead in caring for service users, by providing a loving and caring environment and maintaining the Christian ethos that is so important to them. This means providing the highest quality of care possible.

Your job can be summarised under four main headings:

- Leading the Care (and Nursing) Team in the home, to provide the highest standard of professional care
- To ensure that the home remains fully compliant with CQC Regulations
- Managing and supervising the Care (and Nursing) staff of the home
- Assist in the pastoral and spiritual life for service users and staff

Success criteria, in order of priority;

- The quality of care from the home and evidence of "The Way We Care" in place (as measured by Pilgrims' Friend Society surveys; Carehome.co.uk reviews; and CQC)
- Achieving occupancy targets
- The morale of staff as measured by our staff engagement surveys
- The contribution made by the jobholder to the life of the home and the charity
- Achieve the budgeted cashflow and EBITDAR targets

2. Where you fit into the team:

You are responsible to the Operations Manager.

You are responsible for all care/nursing staff within the home.

You are responsible for the housekeeping and maintenance team in the absence of the Business Manager.

You are responsible for housing (where applicable) in the absence of the Business Manager.

You will also have regular supervision with Pilgrims' Friend Society Operations Manager.

3. Your main job duties are:

1. Oversight of the provision of care and the Carers to ensure CQC Regulatory compliance
2. Induction of Care staff including "Skills for Care" Care Certificate
3. Organising (in conjunction with the Business Manager) and running training courses
4. Ensure that all care duties are covered when staff are unexpectedly absent
5. To be responsible for all supervisions and appraisals for care (and Nursing) staff
6. Providing senior cover for the home at all times, day and night. To ensure there is "on call" provision day and night
7. Taking a share of on-call cover as required with other members of the management team
8. Helping to recruit members of the care team with Business Manager
9. Keeping up to date with Pilgrims' Friend Society policies and changes to regulation
10. Assist in the delivery of care where necessary
11. Work with the relevant authorities when dealing with Safeguarding issues
12. Dealing with administration related to care e.g. letters to other healthcare professionals
13. Carrying out initial assessment to determine whether the Home can meet their Care/Nursing needs
14. Liaising with the Business Manager to achieve optimum level of fees from LA, and arranging admission

15. Assisting service users with appointments and transport for outside services
16. Taking responsibility for Audit including Infection Control, Care plans, medication
17. Following assessment, developing an appropriate and up-to-date person-centred care plan with the service user and/or their advocate and ensuring it is reviewed at least monthly
18. To ensure Care plans are implemented and the care and wellbeing of the service users are kept to a high standard
19. Taking responsibility for the management of medications and the medication system, in accordance with Society policy and relevant legislation
20. On-going Assessment of residents needs to determine fee levels for self-funders and where possible increase from LA
21. Dealing with complaints from service users and/or relatives in accordance with Society policy in conjunction with Business Manager
22. Taking responsibility for Quality Assurance within the home, in line with Society policy, monitoring quality and developing and implementing action plans in conjunction with the Business Manager
23. Providing excellent customer care, ensuring that telephone calls and personal callers are dealt with in a friendly, efficient and professional manner

In conjunction with Business Manager:

24. Promoting Pilgrims' Friend Society and the home to maximize occupancy and ensure that contacts are followed through and progressed toward occupancy as far as reasonably possible
25. Attendance at Society meetings and functions, including regional Forward Together meetings, Annual Meetings, conferences and other meetings when appropriate and/or when invited
26. Carrying out the duties of 'responsible officer' for the Home when you are on duty as required under Health and Safety, Public Health and Fire Regulations
27. Complying with current legislation and requirements of relevant authorities, with the help, advice and support of the Head Office team
28. Complying with Health & Safety Regulations, with the advice and help of Pilgrims' Friend Society's Safety Manager and/or Health & Safety Consultants
29. Being present at inspection visits of external bodies and actioning any requirements
30. Taking an active part in developing the role of the Registered Manager in conjunction with the Business Manager and Operations Manager, for the good of the home and Pilgrims' Friend Society as a whole
31. Taking an interest in the strategic aims of Pilgrims' Friend Society, actively and positively communicating developments to all staff through team meetings and individually

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32. You are also expected to further your own knowledge and development through attendance of training and development sessions provided or facilitated by Pilgrims' Friend Society
33. In addition to the duties and responsibilities listed, you are required to perform other duties assigned by your manager from time to time that are within your capabilities