



General Manager (Registered Manager) Job Description

Peninsula Care Ltd is a company set up to provide Domiciliary and Dementia support alongside a COGS club (Cognitive Stimulation Therapy for those with mild/moderate dementia). Owned by Hoo Peninsula Cares CIC (wHoo Cares), a not for profit support organisation, Peninsula Care Ltd will provide chargeable support in a meaningful way guided by the support processes established by wHoo Cares. wHoo Cares was set up in 2015 with the aim of reducing loneliness and isolation on the Hoo peninsula. As the needs of the peninsula grew, wHoo Cares looked to expand to meet these needs. Owning Peninsula Care Ltd not only gives the opportunity to expand the wHoo Cares culture but to continue to provide funding to wHoo Cares to carry on it's much needed work.

Key Aims and Objectives

- To provide management, leadership and direction to ensure all services delivered are safe, effective and of the highest possible quality, promoting individual independence through provision of excellent support.
- Accountable to the Chair and the board of Peninsula Care Ltd

Key Responsibilities

- Provide strategic direction and leadership to the team, aligning objectives with the company's mission, vision, and values.
- Work with the Peninsula Care Ltd board to undertake the company's strategy for growth.
- Contribute and support the company with its Care Quality Commission application process.
- Ensure that the company remains compliant at all times with full statutory, legal and financial requirements, with particular reference to the Care Quality Commission.
- Oversee the aspects of delivery of services, ensuring compliance with regulatory standards, best practices, and quality assurance protocols alongside demonstrating a market leading approach following the growth strategy put in place.
- Recruit, train, supervise, place and evaluate staff, create a culture of teamwork, professionalism, and continuous learning. Liaise with staff at wHoo Cares to ensure services are aligned.
- Collaborate with people we support, families, social workers and healthcare professionals to develop personalised support plans that address individual needs, preferences, and goals.

- Establish and monitor quality assurance, assess the effectiveness of services, identify areas for improvement, and ensure compliance with regulatory requirements.
- Serve as an advocate for people we support, ensuring their rights, choices, and preferences are respected, and addressing any concerns or complaints promptly and effectively.
- Manage referrals and undertake a rigorous risk and needs assessment, liaise with funding authorities where applicable.
- Manage budgetary resources effectively, optimise staffing levels, and coordinate care services to maximise efficiency and cost-effectiveness.
- Provide ongoing training, education, and professional development opportunities for staff to enhance their skills, knowledge, and competencies.
- Build and maintain positive relationships with community partners, healthcare providers, and other stakeholders to promote collaboration.
- Collect, analyse, and report data on outcomes, satisfaction, and operational performance to the Peninsula Care Ltd board in order to inform decision-making and drive quality improvement initiatives.
- Promote and develop employment opportunity on the peninsula.
- Demonstrate an environmentally friendly approach in operation standards.

Person Specification

Experience, Skills and Abilities

- Proven experience in a leadership role within the healthcare or social care sector, with a focus on care management.
- Qualification in domiciliary or dementia care or relevant experience.
- Demonstrated experience in developing and implementing care strategies, policies, and procedures.
- A self starting approach to work as the company is building. Operating independently whilst recognising the need for communication.
- Proven track record of effectively managing multidisciplinary teams and promoting a culture of collaboration and excellence in delivery.
- Strong understanding of care regulations, compliance requirements, and industry best practices.
- Proficiency in budget management, resource allocation, and performance measurement.
- Strong leadership skills with the ability to inspire, motivate, and mentor teams to achieve high levels of performance.
- Excellent communication and interpersonal skills, with the ability to build positive relationships with people receiving support, families, staff, and stakeholders.
- Organisational and problem-solving abilities, with a keen attention to detail and the ability to prioritise tasks effectively.
- Ability to remain calm under pressure, adapt to change, and effectively manage competing priorities.
- Commitment to upholding ethical standards, confidentiality, and promoting a culture of dignity and respect for clients and staff alike.

Personal Attributes

- Compassionate and empathetic, with a genuine desire to make a positive impact on the lives of others.
- Resilient and adaptable, with the ability to thrive in a fast-paced and challenging

environment.

- Ethical and trustworthy, with a strong commitment to upholding the values and mission of the organisation.
- Innovative and forward-thinking, with a passion for driving continuous improvement and excellence in care delivery.
- Collaborative and team-oriented, with a collaborative approach to problem-solving and decision-making.