



Part of the Priory Group of Companies

Job Description

Job title	Home Manager	Job family	Craegmoor
Reporting to	Regional Manager	Job code	SS/007
Location	Various across division	Evaluation Date	14/02/2013

Main Purpose

Take overall responsibility for the care of the home as the registered manager in charge and to promote high standards of care in line with our regulatory bodies. Required to manage both the people and resources to ensure high standards of care and service are achieved within the home to regulatory standards and both sales and profits maximised.

Key Accountabilities

Quality

1. Ensure that the regulatory bodies' standards are achieved and that all staff are trained to this level.
2. Ensure that all documentation and nursing records are maintained and that a programme of meaningful activities is available to residents. Implement appropriate systems to ensure compliance with requirements.
3. To develop and maintain the necessary working relationships with management and functional colleagues throughout the company.
4. Ensure the Home meets all legal and statutory requirements including those related to fire regulations, health and safety at work, licensing, weights and measures, trading standards, employment, Care Standard Act and that all appropriate statutory notices are displayed.
5. Ensure that all qualified nurses working in the Home hold a current PIN and are registered with NMC, that adequate references, appropriate Disclosure checks are received for all staff so that the residents are protected.
6. Ensure that HR liaise with the relevant departments to ensure the Home management and staff are inducted, trained, motivated and supported to achieve company standards and the highest levels of care and customer service.

Innovation

7. Works with local and regional management to develop and implement new services within the unit.

Value

8. Be responsible for achieving the agreed budget.
9. Ensure that the home maintains high standards of cleanliness and that it meets all legal, statutory and company requirements. Set standards of services that are exemplary and consistently implemented.

Knowledge & Skills

First level registered nurse qualification.

Experience

A detailed knowledge of the statutory requirements associated with care for the elderly is essential. You should also be able to demonstrate a sound understanding of the key business activities associated with a nursing home. A strong background of successful home management is essential, preferably with knowledge of new home commissioning and leading excellence in care.

Autonomy & Impact

Organises and prioritises work around the operational needs of the unit.

Intelligent Problem Solving

The role holder will occasionally need to apply creative thinking to business related problems.

Responsibility

Staff

Full managerial responsibility for a team of staff undertaking relevant role at various levels.

Budgets & equipment

Responsibility for the homes budget and authority to authorise payments.

Informatics

Takes ownership of, and responsibility for, all aspects of the Home's business performance.

Communication & Interaction

Communication and inter-personal skills are a key feature of the role which will usually involve activities such as coaching, counselling and interviewing.

Working environment

Regularly operating within a working environment where the works requires emotional resilience.

Special Features

Some patients may present with challenging behaviour.

Upholding Company Values

Competency	Req'd Level	Descriptors
Quality - Of care, treatment, of facilities and of staff	3	<ul style="list-style-type: none"> ✓ Checks quality of own work ✓ Follows procedures ✓ Corrects errors and mistakes ✓ Complies with relevant regulatory and statutory requirements
		<ul style="list-style-type: none"> ✓ Double checks accuracy of own and work of others ✓ Carefully monitors and checks the accuracy and quality of others' work ✓ Values the input and expertise of colleagues ✓ Keeps clear, detailed records and files
		<ul style="list-style-type: none"> ✓ Introduces new systems and processes to improve quality ✓ Highlights shortcomings in processes, investigating unusual behaviour and identifying underlying causes ✓ Introduces performance standards and relevant KPIs to improve the quality of processes and outputs ✓ Tests out hypotheses using modelling techniques to make predictions and forecasts ✓ Develops broad plans to take into account risks, conflicts, resources as well as timescales
Innovation - Being forward thinking and thought leaders	3	<ul style="list-style-type: none"> ✓ Adapts new services already introduced in other areas within the group ✓ Amends these services to suit the needs of the local service
		<ul style="list-style-type: none"> ✓ Proposes new services to regional management, taking into account the local needs of the area ✓ Assists and supports regional management with developing and implementing these new services
		<ul style="list-style-type: none"> ✓ Puts forward ideas and contributes towards the development of new services at a local and regional level ✓ Proposes new services to regional management, presenting concise and well thought out proposals which are feasible and financially attractive ✓ Takes calculated risks knowing the potential pitfalls and benefits involved ✓ Leads on implementation of these proposals within own unit, sharing best practice across other units within the region
Value - Due to transparency and flexibility	3	<ul style="list-style-type: none"> ✓ Prices services in line with local needs ✓ Reacts to local feedback regarding pricing of services
		<ul style="list-style-type: none"> ✓ Regularly reviews services and price points adjusting where appropriate ✓ Adjusts prices in line with demand for services
		<ul style="list-style-type: none"> ✓ Reviews and evaluates price points for services in relation to group wide context ✓ Questions and investigates to 'uncover' the real needs of the customer/clients ✓ Removes barriers to effective customer service ✓ Pre-empts and plans for changes in demand for services