

## Priory Adult Care – Registered Manager – Job Description

<b>Job title</b>	Service Manager	<b>Job family</b>	Priory Adult Care
<b>Reporting to</b>	Regional Manager	<b>Job code</b>	
<b>Location</b>		<b>Evaluation Date</b>	November 2020

### Job Purpose

To manage an Adult Care service in order to ensure that all colleagues are focused on providing positive outcomes for the people we support, in line with regulatory standards and company key performance indicators, policies and procedures. Managing and running their service as a financially profitable and viable business that has a future that the people we support, the company and external stakeholders feel confident in.

### Key Accountabilities

- Ensure that all colleagues provide excellent standards of support to the people we support, with a focus on positive outcomes, promoting choice and independence and positive behavioural support.
- Promotes a Positive safeguarding and learning culture, where there is openness, honesty and transparency.
- Role modelling the Adult Care Positive Culture Pledge and ensuring it is embedded in practice along with the principles of care.
- Ensure that all support plans are person-centred, reviewed and updated regularly.
- Maintain a profitable service through monitoring of cost control, effective use of resources, maintaining high occupancy levels, fee adjustments and effective budgeting.
- Ensure that the service achieves and remains compliant with regulatory standards, health and safety, financial regulations, company policies and procedures.
- Maintain a full complement of staff within the service through recruitment, colleague engagement and retention, and the effective use of bank staff to cover staff shortages.
- Ensure that all service colleagues have completed all mandatory and specialist training.
- Ensure all colleague supervisions and annual appraisals are completed on time and with quality and the full participation of colleagues, to support their continuous professional development.
- Achieve excellent outcomes from internal and external audits/inspections of the service.
- Investigate thoroughly any alleged misconduct, maltreatment or abuse reported in the service and take appropriate follow-up action.
- Ensure the service has a positive reputation and good relationships with people in the local community, families and friends of the people we support and potential customers.
- Take responsibility for own personal development and attendance at training.
- Ensure excellent knowledge of current policies, procedures and governance affecting the service and the company.
- Ensure incidents at the service are recorded appropriately and reported to the relevant internal and external people/department, and that appropriate follow-up action is taken.

- Ensure that the culture within the service is enabling for the people we support, actively promoting personalised services with maximum involvement and choice.
- Where appropriate, enable the people we support to move on to supported living, in liaison with colleagues from Supporting You wherever possible.
- Become a Registered Manager with the appropriate regulatory body.
- To uphold and consistently role model and promote **Priory's purpose and behaviours:**
  - **Putting people first:** We put the needs of our service users above all else.
  - **Being supportive:** We support our employees, our service users and their families when they need us most.
  - **Acting with integrity:** We are honest, transparent and decent. We treat each other with respect.
  - **Being positive:** We see the best in our service users and each other and we strive to get things done. We never give up and we learn from our mistakes.
  - **Striving for excellence:** For over 140 years, we have been trusted by our service users with their care. We take this trust seriously and constantly strive to improve the services we provide.

#### **Activities:**

- Market the service to, for example, potential purchasers including commissioners, the local authority, NHS, the local community. This may include cold calling, organising and attending events, producing brochures and other marketing literature.
- Manage the service team e.g. recruitment, training, effective delegation of tasks, regular staff meetings, holding of disciplinary and grievance hearings, conducting investigations, monitoring staff absence.
- Financial management e.g. budgeting, cost control, raising invoices, client monies, negotiating fees with purchasers.
- Administration e.g. ensuring IT records are up to date, such as e-compliance, responding to email requests, completing audits, payroll, arranging staff training, participating in conference calls, responding to emails, replying to letters, updating person centred care plans, writing reports.
- Support colleagues to maintain the service to a high standard e.g. assisting with domestic duties, covering shifts if there is a staff shortage, administering medication.
- Support the people we support with any of their requirements e.g. talking to them about the service, listening to their concerns, supporting activities, attending to personal care, supporting their progress towards independent living.
- Manage excellent standards of Health and Safety within the service.

## Knowledge / Education / Skills

### Qualifications

#### Essential:

- L5 Diploma in Health & Social Care or equivalent (or be working towards)
- Good standard of written and verbal English
- Good standard of education
- For care homes with nursing, Registered Nurse qualification with NMC PIN

#### Desirable:

- Service specific qualification e.g. Autism, PBS

### Job Specific Knowledge/ Technical Knowledge

#### Essential:

- Understanding the needs of people within the specific specialty of the service
- Understanding of person centre support plans
- Understanding of budgeting and cost control
- Basic level of IT understanding including Word, Excel, Outlook, Internet

#### Desirable:

- Sound working knowledge of the service specialism

## Experience

#### Essential:

- Minimum 5 years working within a care or supported living role.
- 3 plus years of working in a management role within the care sector
- Experience of managing staff including driving staff engagement, and also dealing with and resolving complex staff issues including disciplinary and grievance issues.
- Experience of financial management including budgeting, cost control.
- Experience of marketing a service to potential customers

#### Desirable:

- Experience of working in a role within related discipline of the service.
- Experience of turning round an underperforming service.

## Communication

On a day-to-day basis, the Service Manager will work with:

- The people we support and the staff team within the service.
- Management, including Operations Directors, members of the business support teams and senior management team.
- Friends and relatives who visit the people we support.
- Clinicians, for example Doctors, Nurses, Social Workers, Psychiatrists, Chiropodists, Dentists, who provide services to the people we support both within the service or at their relevant practices in the community.
- Regulators who visit the service to make checks, audits and inspections.
- Teachers and college staff where the people who use our service attend courses (dependent on the service).
- People within the local community who the people who use our service come into contact with during visits outside the service.
- Contractors, domestic help e.g. cleaners, maintenance people, kitchen staff
- Purchasers/commissioners of services.

## Responsibility

### Staff

Occasionally required to assist less experienced colleagues.

### Budgets and equipment

No budgetary or financial responsibility. Responsible for the proper use of various pieces of IT or telephony equipment.

### Informatics

Responsible for ensuring the confidentiality and identity of service users residing at or attending priory units.

### Safeguarding

All Priory Group colleagues have a responsibility to safeguard the individual's we care for, these may be adults and children or individuals connected to the people Priory Group supports. Colleagues must ensure they are aware of the local child and adult safeguarding policies and procedures in their service, in addition to who to contact within the Local Authority Safeguarding Team for further advice.

All colleagues are required to attend safeguarding training appropriate to their role and to undertake additional training in associated areas.

### Diversity and Inclusion

Respects and applies the requirements of diversity and inclusion, promoting and role modelling these across the team

## Working Environment

The role holder will spend the majority of their working time within the service, and will also be required to support service users in the community. In addition, they will be required to attend internal and external meetings with a range of stakeholders.

### **'Good' Aspects Of The Job:**

- Ability to make a significant impact on the lives of the people we support.
- Autonomy in the role to make decisions and changes within the service.
- Ownership and accountability of a small business.
- Variety of tasks in a constantly changing environment.
- Ability to mentor and support colleagues in their development.
- Leading a team to make the service a success.
- Control over staff recruitment and engagement.
- Extensive training opportunities.
- Opportunity to progress within the company.

### **The Potential Challenges Of The Job:**

- Responsible for ensuring 'on call' arrangements are in place 24/7 and management of service in emergencies.
- Management of complex staff issues where there is a requirement to talk about sensitive information or be very direct and honest with staff.
- Coping emotionally with situations involving the people we support, which can include managing verbally or physically challenging behaviour or dealing with the loss of a person we support when they leave the service or die.
- Dealing with a variety of different people all demanding attention and having multiple conflicting priorities.
- Attending to personal care of the people who use our service, including assisting people with going to the toilet, changing incontinence pads, assisting people to bathe and wash.
- Not being able to spend as much time with the people who use our service as they would like because of all the other management duties that are required to keep the service running.
- Cold calling organisations or people in order to market the service and obtain potential purchasers.

Upholding the Company Values	
This provides some guidance on the types of conduct to support the Company Behaviours	
Values	Evidence
Putting People First	<ul style="list-style-type: none"> <li>• Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families</li> <li>• Actively seeks to develop the potential of every service user and staff member</li> </ul>
Being supportive	<ul style="list-style-type: none"> <li>• Celebrates success and supports colleagues through difficult times</li> <li>• Demonstrates loyalty to colleagues, manager and team</li> </ul>
Acting with Integrity	<ul style="list-style-type: none"> <li>• Is honest and respectful in all interactions with colleagues and customers</li> <li>• Demonstrates emotional control</li> <li>• Ensures accurate recording of any transactions and interactions on all company documentation</li> <li>• Challenges poor performance and behaviours</li> </ul>
Being Positive	<ul style="list-style-type: none"> <li>• Promotes the company in a positive way at all times</li> <li>• Strives for positive outcomes, especially when times are challenging</li> </ul>
Striving for Excellence	<ul style="list-style-type: none"> <li>• Always puts service quality first</li> <li>• Shares and encourages innovation</li> <li>• Keeps on top of new developments in the sector</li> </ul>