**JOB DESCRIPTION**

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| **JOB TITLE:**  | Centre Manager  |
| **REPORT TO:**  | Director |
| ****JOB SUMMARY**** This job description is a statement of the core duties of the Centre Manager, but it is not an exhaustive list. Sycamore Care Centre may revise this job description to meet the needs of the business and reserves the right to require you to perform other duties from time to time.The Centre Manager is responsible for the day-to-day running of the home, promoting a caring environment which provides our Service Users with a high standard of specialised personal care, meeting individual needs and ensuring everyone is treated with respect and dignity, rights to privacy, independence and choice are met. Checking legal requirements are met along with the high levels expected within Sycamore Care Centre.****Duties and Responsibilities**** **Care:*** To assess social needs in a residential care setting and health needs of prospective clients in a nursing care setting and subsequently to monitor the planning and on-going evaluation of care.
* Continually assess and supervise the work of Staff to ensure consistently high standards and efficient running of the Care Centre while creating an atmosphere conducive to the best interests of the Clients.
* Chair meetings and deliver training.
* Take on a visible leadership role.
* Maintain quality standards and ensure health and safety compliance.
* Liaise with, and maintaining partnerships with, other local community organisations.
* Ensure any regulatory activity, such as personal care and administering medicines, is delivered within regulations.
* Provide information, advice and support to Service User families.
* To deliver supervision and appraisal to staff who report directly to you an actively encourage PDP whilst promoting Equal Opportunities.
* To attend internal or external case conferences, reviews and meetings, as required. You are required to conduct yourself at all times in a professional manner and to ensure that your appearance is appropriate and commensurate with the dress code.
* Meeting legal requirements including health and safety.
* Providing information, advice and support to residents, families and staff.
* Keeping confidentiality.
* Promoting Service User rights and duties.
* Monitoring business performance and quality of care.
* Agreeing contracts, budgeting and fundraising.
* Developing policies and practices relevant to the business.
* Recruiting, training and supervising staff.
* To ensure development and delivery of best clinical practice within the home.
* To ensure maintenance of the home to meet registration requirements.
* To operate the home within agreed staffing levels, ensuring the safety and well-being of the Service Users.
* Practice maximum integrity in all dealings with Clients’ personal and financial affairs and avoid abuse of the privileged relationships which exists with Clients.

**Communication:*** **Act courteously toward Service Users and their visitors, respecting the dignity and individuality of each Service User and ensure effective communication is maintained.**
* **Participate in staff and Service User meetings as and when required.**
* Communicate effectively with colleagues and managers.
* Ensure and maintain regular communications with the respective Regional Manager.
* Preserve effective communications through regular contact / meetings with Clients, Relatives, Staff, Regional Manager and any other concerned bodies; maintaining appropriate minutes / reports.
* Liaise with the Activities Co-ordinator, Clients, Relatives and other Staff in the development of activities for Clients which will enhance their quality of life.
* Liaise with the Chef / Cook to ensure that the storage, preparation, dietary appropriateness, cooking and serving of food meet the required standards.
* Liaise with the House Keeper and Maintenance Person to ensure all areas of the Home, inside and out, are properly cleaned, maintained and adequately heated.

**Budgetary / Financial Control:** * Manage and maintain agreed budgets, in conjunction with the Regional Manager, by monitoring on a weekly basis and taking corrective action as required.
* Review and authorise monthly returns and notify the Finance Department of any discrepancies.

**Personnel:*** Endeavour to fill any Staff vacancy by advertising in the job centre, online through carehome.co.uk or the homes website or by contacting the H.R. Department at Head Office.
* Interview and select suitable personnel (The positions are to be offered within the normal terms of employment in operation at the Care Centre at the time).
* Manage personnel records to adhere to company policy and requirements under the Health & Social Care Act 2008.
* Manage all records adhering to the Data Protection Act.
* Implement and manage the company’s disciplinary and grievance policy and procedure.
* Monitor and control sickness / absence in accordance with the company’s policy and procedure.

**Marketing:*** Actively market the Care Centre and promote a positive personal / professional profile within the local community, ensuring the good reputation of the Care Centre at all times.
* Endeavour to fill any bed vacancy by liaising with Adult Services and Clinical Commissioning Groups (CCG’s) , marketing to self-funding clients and subsequently, assessing suitable Clients. (Placements are to be offered within the normal terms of residency and the fee structure in operation at the Care Centre at the time).

**Training and Development*** Maintain professional knowledge and competence.
* Passion for implementing person centred approaches to support Service Users and in managing the team.
* Ensure Staff receive appropriate training in all aspects of their work in the Care Centre.
* Promote Staff training and development and maintain up to date records
* Attend mandatory training days / courses, on or off site, as and when required.
* Participate in relevant NVQ training to achieve required qualifications.

**Health & Safety** * **Report immediately any illness or infectious nature or accident incurred by a Service User, colleague, self or another.**
* **Understand, and ensure the implementation of, Sycamore Care Centre’s Health and Safety policy, and Emergency and Fire procedures.**
* Carry out duties as “Responsible Officer” for the Care Centre under the Health and Safety at Work Act 1974 and Fire Regulations.
* Ensure the implementation of the Care Centre’s Health and Safety Policy and that Emergency and Fire Procedures are carried out.
* Monitor and review accident reports and infection control, ensuring regulatory bodies are informed of an incident when necessary; i.e. CQC/CI/CSSIW, CCG’s, Local Authorities, Environmental/Public Health, etc.
* **Report to the Maintenance person, any faulty appliances, damaged furniture, equipment or any potential hazard.**
* **Promote safe working practice within Sycamore Care Centre.**
* **Ensure the security of Sycamore Care Centre is maintained at all times.**

**General*** Contributing to the safeguarding of adults by ensuring you are aware of your role in relation to the Home’s Safeguarding Adult’s Policy, taking steps to protect Service Users from any form of abuse or neglect and use the appropriate reporting mechanisms to inform the Home’s Management of any concerns.
* Adhering to all new, and changes in Local and Central Government initiatives as and when they are implemented.
* Promote and ensure the good reputation of the Home.
* Ensure that all information of confidential nature gained in the course of duty is not divulged to third parties.
* Notify the Director as soon as possible of your inability to report for duty, and also on your return to work from all periods of absence.
* Ensure the security of the Home is maintained at all times.
* Ensuring that Unit Managers are preparing Rota’s in advance, allowing staff to take positive steps in being present for duty without any complications to the business.
* Adhere to all Home policies and procedures within the defined timescales.
* Ensure all equipment is clean and well maintained.
* Carry out any other tasks that may be reasonably assigned to you.
* Adhere to all appropriate guidelines of the Social Care Councils in a residential care setting.
* Ensure that all practices and procedures required within the Care Centre are organised and managed effectively to meet the needs of the Clients.
* Undertake general and/or personal care work as required to ensure the safety of the Clients.
* Maintain and update/or keep current professional knowledge and competence.
* Audit the Care Centre and identify and action areas of non-compliance.
* Ensure that all information of a confidential nature gained in the course of work is not divulged to third parties.
* Maintain such records, including financial, care and Health & Safety records as may be required by both the Regulator and the Directors of the company.
* Organise ‘on-call’ for emergencies which may arise within the Care Centre.
* Ensure that senior management, the regulator and other authorities are informed, in an accurate and timely manner, of situations adversely affecting the safety of the Clients, including safeguarding alerts.
* Ensure the security of the Care Centre is maintained at all times.
* Ensure that timescales are met in respect of reports that are required to monitor the Care Centre.

****Skills/Qualifications***** Naturally compassionate with a caring disposition
* Strong leader and ability to cope under pressure
* Registered Nurse with current unencumbered registration with NMC
* A confident, dynamic leader with the ability to manage with an open and approachable personality
* NVQ Level 4 in Health & Social Care a management qualification such as the Registered Manager’s Award. Willingness to work towards to other qualifications required for job role.
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This job description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

Sycamore Care Centre reserves the right to amend this job description from time to time, according to business needs.