

Job Description and Person Specification

Job Title:	Registered Domiciliary Care Manager
Salary:	£40,282
Employment Status:	Permanent – 37 Hours Per Week (Flexible, incl. evenings & weekends)
Responsible To:	Operations Manager for Housing, Care & Support
Location:	Birmingham (Head Office: Woodgate Valley) – Citywide Role.

	CRITERIA	EVIDENCE
Qualifications & Training	<p>Essential</p> <ul style="list-style-type: none"> • Must have NVQ Level 5 or equivalent. • Ability to become the Registered Domiciliary Care Manager with CQC within first 6 months of employment. 	Application Form and Interview.
Skills, Abilities & Attributes	<p>Essential</p> <ul style="list-style-type: none"> • Must demonstrate excellent verbal and written communication skills. • Knowledge and understanding of learning disabilities. • Excellent interpersonal skills and the ability to relate to a wide range of people. • Ability to take responsibility for managing workload and organising this effectively. • Ability to work as part of a team. • Ability to manage, motivate and supervise staff. • Evidence of strong literacy and numeracy skills. 	Application Form and Interview.
Experience & Knowledge	<p>Essential</p> <ul style="list-style-type: none"> • Knowledge of Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. • A minimum of three years' experience of working in a relevant social care environment. • Knowledge of the process of assessment and care management. • Experience of managing a dispersed staff team. • Excellent computer skills (using MS Office programs, particularly Word and Outlook). • Excellent administrative skills. • Good planning and organisational skills. • Organised and systematic & good analytical skills. • Ability to cope under pressure. • Ability to cope with change. • Strong character to be able to deal with difficult situations in a professional and productive manner. 	Application Form and Interview.
Other	<p>Essential</p> <ul style="list-style-type: none"> • Car driver with use of their own vehicle (to include Business Use Cover on Motor Insurance Policy). • Enhanced Disclosure from the Disclosure and Barring Service. 	Interview and Application Form

What Does A Registered Manager Do?

MAIN OBJECTIVES

- To maintain a high quality CQC, service (currently rated as Good), delivering in excess of 4500 care and support hours across the city every week.
- To manage the Care Co-ordination Team and the Senior Support Workers.
- To ensure that a high-quality domiciliary care service is provided which meets the needs of the Citizens and maintains the Citizens dignity and independence.
- Oversee the co-ordination of Domiciliary Care & Support Workers across all areas city-wide.
- To ensure that consistency & high quality is maintained across the service.
- To be aware of the organisations policies and procedures, ensuring these are always adhered to.

TASKS & RESPONSIBILITIES

Citizens

- To ensure that the service provided by the Organisation exceeds the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
- To ensure that the emotional, physical, medical and material needs of the Citizens are recognised, assessed and met.
- To contribute to the assessment of need of each Citizen in partnership with the Citizen, other professional agencies and, where appropriate, the Citizen's family, and develop a personalised Care and Support Plan which supports the Citizen in achieving a quality of life.
- To ensure that each new Citizen is provided with a Citizen Guide, containing details of the Organisation and a written contract upon the commencement of a care and a support package.
- To ensure that the personalised Care and Support Plan for each Citizen specifies their exact needs and that the service provided meets their assessed need.
- To ensure that Person Centred Risk Assessments are carried out with all Citizens as part of the Care and Support Plan process to include such things as moving and handling and medication, where appropriate.
- To ensure that all relevant documentation appertaining to Citizens is maintained and stored safely within the Citizens home and on company premises for Care Quality Commission inspection and in line with data protection regulations.
- To fully understand the Organisations' complaints procedure and to monitor and deal with all complaints in a professional manner, referring with the Operations Manager and Head of Housing, Care and Support.
- To maintain a thorough understanding of the care standards and CQC regulations to ensure you are always aware of any changes.
- To work with the Operations Manager and Head of Housing, Care and Support to ensure that all relevant regulations and laws relating to the provision of domiciliary care are complied with.

Staff Matters

- To provide leadership, support, supervision, and appraisal of staff for whom there is line management responsibility to provide an effective domiciliary care service to people with a learning disability.
- Oversee and be involved with the recruitment and selection of staff across the service.
- To seek out and pursue new opportunities on behalf of Midland Mencap working with other agencies where appropriate and secure funding to develop and sustain new packages of care and support.

- To develop, implement and evaluate plans for sustaining excellence across the domiciliary care service by involving citizens in service development.
- To ensure Citizens reviews are attended and to ensure that appropriate consultation with citizens is encouraged and facilitated so as to promote their participation in the decision-making process relevant to them.
- To attend management meetings.
- To represent the Organisation on appropriate partnership forums, as agreed with the Operations Manager for Housing, Care and Support Services.
- To have a fully flexible approach and show willingness to undertake any tasks that may be required for the Organisations' objectives to be met.
- To comply with the guidance on the protection of vulnerable adults and children.
- To devise and implement staff rotas for all staff to ensure continuity of service for all operations under the post holders control, promote the service and provide information and a resource on domiciliary care services.
- To cover all duties of Care Co-ordinator's when absent or if their position is unfilled.
- To monitor and manage Midland Mencap's performance against appropriate key performance indicators and budget targets and to ensure progress towards achieving relevant Organisational goals identified in operational and strategic plans.
- To actively take part in the 'On-Call' service.
- To ensure that deadlines are met in relation to timesheets and payroll.
- To monitor, record and authorise annual leave and monitor sickness absence of staff for whom there is line management responsibility.
- To fulfil all CQC registration requirements and become the Registered Manager for the service within the first six months of employment.
- To work to fulfil the values of the Organisation. These promote respect of citizens recognising their skills and entitlement to: choice, dignity and independence.
- To positively work in supporting the principles outlined in the Organisation's Equal Opportunities Policy.
- To assist in maintaining a safe working environment by attending training and following the Organisations' Health and Safety Policy and working practices.
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility for this job role.

CANDIDATE REQUIREMENTS

- Must be confident, motivated, and positive.
- Must be able to work in a flexible manner and adapt to rapidly changing situations and environments. The role is 37 hours per week to work flexibly around the needs of the service (to include evenings and weekends).
- Excellent communication skills: verbal/written.
- Excellent problem-solving skills.
- Able to work without close supervision.
- Able to work as part of a team and contribute effectively.
- Able to maintain professional relationships.
- Able to organise and manage own workload effectively and work to designated timescales.
- NVQ/Diploma Level 5 or equivalent.
- Excellent IT skills.
- A minimum of 3 years domiciliary care experience.
- Strong management/supervisory level experience within the care sector.
- Excellent people management skills.
- Own vehicle and valid driving licence.

Who We Look For

Are you a **caring, personable**, and **professional** individual who can empower and lead Midland Mencap's domiciliary care service?



Do you have **passion** for what you do, are a strong **communicator** and have excellent **problem-solving** skills?

Midland Mencap is looking to recruit a **Registered Domiciliary Care Manager** to manage an established care & support service for adults with learning disabilities in Birmingham.



Midland Mencap's **Domiciliary Care Service** is constantly innovating in our pursuit of delivering the **best** life outcomes for **everyone** we support. To achieve these goals, we need individuals who are prepared to **drive progress** and interact **confidently** with staff, citizens, families, and professionals.



We seek applications from candidates who thrive in a **fast-paced** environment and who can bring their **skills, creativity**, and **managerial experience** to a role where no two days are the same.

We place a high value upon **integrity, ethical standards**, and a commitment to **excellence**.



Interested candidates should send a completed Application Form to chris.haines@midlandmencap.org.uk by **12th May 2024**