

JOB DESCRIPTION

JOB TITLE

Residential Manager

REPORTS TO

Registered Manager

1. JOB PURPOSE

To ensure the operation and service provided by the residential home(s) is

- **Safe**
- **Effective**
- **Caring**
- **Responsive**
- **Well led**

and fully compliant with all

- Legislative, statutory and regulatory requirements
 - Internal policies, procedures, and guidelines
 - The highest standards of service delivery, corporate culture and personal values
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2. PRINCIPAL ACCOUNTABILITIES

2.1 To ensure care provided is **SAFE**

- In accordance with David Lewis policies, be familiar with and regularly refresh knowledge of the Aspects and Indicators of Abuse in relation to the protection and safeguarding of children/young people and vulnerable adults and to report all concerns, suspicions, allegations and incidents to the Lead Person without delay.
- To ensure that all health and safety responsibilities are discharged to protect the health and safety of self, employees, service users and visitors and comply with best practice and legal requirements.
- Ensure that all staff receive induction and regular refresher training in safeguarding, and are able to demonstrate a good understanding of the process they would follow if a safeguarding incident should occur.
- Ensure that prior to undertaking the administration of medicines (including PRN) staff have attended the required training courses and demonstrated their competency as defined in the DL medicines management policy and protocols.
- Ensure that the medicine management policy and protocols are followed at all times and any errors are investigated following advice from centre cover nurses or medical staff and coordination of actions completed.
- Ensure that where and when required risk assessments identify, minimise or eliminate risk to individuals and services.
- Responsible for ensuring that the needs of residents are regularly reviewed and where / when necessary they have access to all required professional input and support.
- Undertake regular quality monitoring inspections to ensure the home provides a safe, homely and comfortable place to live. Liaise with the maintenance team to ensure the environment remains fit for purpose; ensuring work is completed in a timely and responsive way.
- Ensure that staff have read and understood DL policies and procedures and are made aware of any revisions.

2.2 To ensure care provided is **EFFECTIVE**

- In liaison with the Service Manager, identify development plans for your service based on organisational requirements, best practice and stakeholder feedback.
- Ensure the all staff have the necessary skills and experience to meet the needs of the service; liaising with HR on recruitment, induction, mandatory and specific training needs
- Ensure probation reviews, supervision and performance development reviews occur at the required intervals and that action / support programmes are put in place, delivered and monitored for effectiveness.

- Ensure that staffing levels and skills mix always meet the requirements of the service and residents by the forward preparation and approval of rotas, while at the same time complying with any legislative or DL guidelines on working hours, etc.
- Proactively manage authorised and non-authorised staff absence in line with DL policy and guidelines.
- Ensure that nominated staff maintain regular and appropriate contact with services users relatives, carers and significant others.
- Respond and record any concerns raised or complaints made in line with DL policies and protocols.
- Ensure that staff are aware of the service users right to make decisions and when necessary to respect and protect the individuals rights when they cannot make decisions.
- Ensure own and team's knowledge and understanding of the MCA and DoLS ensuring where required the correct procedures are followed and all relevant documentation is monitored and kept up to date.
- Manage the operation of the home's information recording systems. All records must be kept up-to-date. Undertake regular audits and contribute to Person Centred Plans, Individual Learning Plans and Case Recording Systems via the I Care and / or paper based systems.

2.3 To ensure care provided is CARING

- Regularly seek feedback and input from service users, families and care staff on the provision of services.
- Ensure the service meets each individual's assessed and expressed needs / wishes in the way in which they wish them to be delivered.
- Support service users in the use of different forms of communication to ensure they can express their personal wishes, preferences and agreement to meeting individual needs.
- Ensure residents privacy, dignity and confidentiality is respected and promoted at all times
- Follow the six steps programme for end of life care ensuring service users wishes are known and adhered to where possible.
- Facilitate and participate in Multi-Disciplinary Team meetings ensuring concerns/actions are pro-actively followed up.

2.4 To ensure care provided is RESPONSIVE

- Under direction from Service Manager, lead on work to implement change and the introduction of agreed new services.
- Work with the therapy teams to ensure the needs of service users are regularly reviewed and met.
- Work with clinical teams to ensure treatment plans are regularly reviewed and understood by staff.
- Work with the College, School, JDs and Footsteps team to support the achievement of agreed personal development targets / objectives.
- Seek regular feedback and input from service users, their families, carer and staff on how the service can be improved; 1:1 or group meetings, surveys, etc.
- Identify, implement and monitor quality action plans to ensure service standards are met and improved including recommendations and findings of internal monitoring audits, Ofsted and CQC inspections.

2.5 To ensure care provided is WELL LED

- Day to day operational management of the residential home(s) and service delivery.
- Ensure staff have the resources and support to provide the level and quality of service required day to day, plus the ongoing development and continuous improvement of the service.
- Exemplar of personal and collective standards and values at all times.
- Set clear standards and targets for the teams – monitor performance and take remedial action if required of performance and behaviour.
- Ensure lines of responsibility and accountability are clear and understood at all levels and that expectations are clear and transparent.

- Ensure probation reviews, supervision and performance development reviews occur at the required intervals and that action / support programmes are put in place, delivered and monitored for effectiveness.
- Responsible for own Continuous Professional Development.
- Promote a positive culture that is person centred, open, inclusive and empowering.
- Work in partnership with internal and external stakeholders.
- Management of delegated budgets.
- To promote and support awareness of equal opportunities and to ensure that bullying, harassment and intimidation are not tolerated.
- To take on responsibility, on a rotational basis and under the direction of the Registered Managers, to fulfil the Duty Manager responsibilities as outlined in the Residential Duty Manager (On Call) Profile

2.6 General

- To assist with any other Ad Hoc duties required as and when the business may require them.

3. PERFORMANCE MEASURES

- As measured by external regulatory inspections, internal monitoring and routinely reported Key Performance Indicators – a residential home(s) / service which is judged to be:
 - **SAFE**
 - **CARING**
 - **RESPONSIVE**
 - **EFFECTIVE**
 - **WELL LED**
- Work independently on a day to day basis managing the resources and budget as outlined in this job description.
- Line manager satisfaction with quality of work produced, competence level all measured by feedback, performance appraisal and on-going performance management.
- Quality of relationship with service users, families, staff and other professionals as measured by feedback and observation.
- Development of team's skills that are measured by attainment of qualifications, enhanced competence and improved service delivery.

4. KEY COMPETENCIES

- A respected professional and experienced manager.
- Sets and delivers high standards of care and is able to lead by example, motivate and empower others.
- Establishes and communicates clear standards and expectations.
- Build trust, good morale and cooperation within the team.
- Is concise and persuasive orally and in writing.
- Listens to what is said and is sensitive to others reactions.
- Communicates effectively with service users, carers and families.
- Has empathy with service users.
- Understands policies and their impact on operations in the organisation.
- You will need to show, or develop, managerial and technical skills as contained in the Skills Requirement for the role.
- Be able to work constantly in a multi-disciplinary environment.
- Need to lead and motivate your team (s).
- Contribute to the development of your service and to David Lewis.
- Deal with the unexpected.
- Act as a role model to staff and promoting high standards of care and education.
- Formulate a pathway for service users that identifies milestones in their lives and provides opportunity and choice for future decisions about their lives.
- Possess up-to-date knowledge of developments in the Care and Education sectors

5. KNOWLEDGE, SKILLS AND EXPERIENCE

- Understanding of regulatory framework for education and social care
- In depth knowledge and understanding of the CQC regulatory / fundamental standards
- In depth knowledge of all DL policies and procedures
- Possess a minimum Level 4 in Health and Social Care and Level 4 qualification in Management or equivalent (or willing to work towards these qualifications)
- Understand the condition and requirements of adults/children neurological and physical conditions and associated difficulties
- Experienced in a variety of communication techniques, behaviour management and medicines management
- Demonstrate an understanding of the strategy and objectives of David Lewis
- Exceptional organisational skills with good administrative, literacy and numeracy skills
- The ability to operate with authority, credibility, and respect with service users, parents/family members/ guardians and colleagues
- Comfortable working with IT systems and the ability to learn new IT packages
- Demonstrated career development of self

Disclosure and Barring Service (DBS) Checks: This post, due to its nature, duties and responsibilities, will be subject to a check by the DBS. The level of check which will apply shall be an "Enhanced" level check. Information about this disclosure can be found at www.gov.uk. To prevent abuse and implement good practice David Lewis ensures that recruitment practices are robust and rigorous and that all staff employed have up to date and acceptable references, a full and complete employment history, an Enhanced DBS check and a check of the DBS barred lists.