

## Job Title

Domiciliary Care Manager

## Job Description

As a Domiciliary Care Manager, you will work with Nursing staffs and domiciliary care staffs and provide home carers to clients, helping them to continue living safely and independently in their own homes.

## Duties of the job include:

- Assuming the role of a CQC Registered Manager;
- Overseeing the day-to-day smooth running of the office;
- Ensuring that all points of service delivery are implemented to high standards;
- Managing a team of staff, ensuring that duties are completed and providing leadership;
- Liaising with clients, local authorities and other stakeholders;
- Overseeing recruitment and forecasting demands on training and staffing levels;
- Conducting staff appraisals and supervisions;
- Representing the company during meetings with officials and service commissioners;
- Attending training events and ensuring that skills and knowledge of industry best practice is kept up-to-date;
- Updating policies and procedures;
- Ensuring that our service complies with CQC requirements;
- Ensuring that the highest standards of care are maintained at all times.

## Key Skills

- Be self-motivated and proactive;
- Proven leadership skills;
- Extremely responsible;
- An excellent communicator;
- Strong problem-solving skills and an ability to think outside the box;
- Impeccable attention to detail;
- Strong interpersonal and customer service skills;
- A keen team player;
- Ability to take initiative;
- The drive to learn and succeed;
- Reliable and Trustworthy;
- High integrity;
- Sound judgement;
- Flexible;
- Resilient.

## GENERAL RESPONSIBILITIES: POLICIES AND PROCEDURES

The post-holder is required to familiarise themselves with all policies and procedures and to comply with

these at all times. Failure to comply with any of these policies may result in disciplinary action up to and including dismissal. These have been agreed with staff and Staff Side and are as follows:

- Treat others as you would like to be treated;
- Listen to and support others and make time to do so;
- Seek, acknowledge and value others' experience and contribution;
- Acknowledge others' beliefs;
- Be courteous and considerate to all;
- Treat others fairly and equally;
- Be honest and trustworthy and act with integrity;
- Encourage others to treat all staff with respect;
- Challenge the behaviour of staff who do not show respect to other.

### **CONFIDENTIALITY & DATA PROTECTION**

The post-holder must maintain the confidentiality of information about Clients, staff and other health service business and meet the requirements of the Data Protection Act (1998) at all times. The post-holder must comply with all company Information and Data Protection policies at all times.

### **HEALTH AND SAFETY**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and any subsequent relevant legislation and must follow these in full at all times including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment for Clients, visitors and staff. Failure to comply with these policies may result in disciplinary action up to and including dismissal.

### **MANAGING STRESS**

The company has an agreed policy & procedure which links with a range of services and arrangements for staff to manage stress. All staff are required to familiarise themselves with the policy and services to best manage their own and their colleagues' stress.

### **HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)**

All staff has a responsibility to act and follow all instructions to protect Clients, staff and others from HCAIs. All staff are required to follow the Hygiene Code and all company policies and procedures related to it and the Health Act 2006. Failure to comply with any of these may result in disciplinary action up to and including dismissal.

### **EQUALITY & DIVERSITY**

The company has adopted a Managing Staff Diversity Strategy & Policy covering all of its staff and it is the responsibility of all staff to comply with these requirements at all times. The key responsibilities for staff under this Strategy and Policy are set out in the Code of Conduct for Employees. Failure to comply with these policies may result in disciplinary action up to and including dismissal.

### **FLEXIBILITY**

This job description is intended to provide a broad outline of the main responsibilities only. The post-holder is required to be flexible in developing their role in agreement with their designated manager. In addition, they may be required by their manager to carry out any other duty commensurate with their banding and expertise.

### **EXPERIENCE REQUIREMENT**

- Minimum at least one year's experience as the Registered Care Manager of a domiciliary care agency.

### **DESIRABLE QUALIFICATION:**

- Already obtained the Level 5 Diploma for Health and Social Care (QCF);
- Familiarity with Deputy and CM2000 or other relevant software.