

JOB DESCRIPTION

Job Title: Registered Manager

Report to: Operations Manager

Responsible for: Jubilee Citizen Services

Hours of Work: 37.5 hours per week

Salary: £27,000 rising to £28,000 after 12 months.

Location: Office base Boldmere, Sutton Coldfield. Management of services within and surrounding areas of Birmingham

Contract Type: Permanent

Job Purpose

To develop and manage a person centred city-wide Care, Domestic Support, Wellbeing and End of Life Service that will provide a high quality service to people across Birmingham within sheltered housing schemes and within in their own homes, ensuring that vulnerable people receive the correct level of care and support subject to their needs and preferences and in line with CQC regulatory requirements.

To liaise with commissioners, organisations and individuals to develop and promote the Service, working to achieve ongoing growth in clients and service hours.

To recruit and co-ordinate a team of staff, ensuring all clients' individual requirements are fulfilled.

Essential Duties/Responsibilities:

1. To manage the existing services and to develop and expand the service by liaising with statutory and community organisations throughout Birmingham and surrounding areas.
2. To recruit and manage staff in line with organisational policies and procedures on an ongoing basis.
3. To undertake assessments of need and risk within the homes of all clients, and arrange client contracts and subsequent services based upon an agreed client service plan.
4. To manage, coordinate and cover on a rota basis, a 24hour on call system for staff and clients.
5. Where necessary, to decide on new packages and ensure resources are in place to meet needs.

6. To manage staff to ensure a quality service is delivered that reflects the client's individual assessed needs and that adheres to CQC and Local Authority standards.
7. To liaise with commissioners / purchasers of services.
8. To work to achieve an outstanding CQC Registration for the service.
9. To liaise and co-operate with CQC and Care Commission Inspectors.
10. To network within the community, including health and social care professionals to promote services and to facilitate growth and income, attending relevant meetings wherever possible.
11. To establish and maintain an ongoing database of client referrals and staff (Charity Log).
12. To assist the Finance team with invoicing and payment collection where necessary and to ensure the correct administration of timesheets to facilitate payments to staff.
13. To monitor expenditure within agreed budgets and report as required.
14. To prepare statistical information and reports for line management as requested.
15. To undertake any routine/necessary administrative tasks conducive to the successful day to day management of the service.
16. To promote a positive image of Jubilee Citizens UK and Age Concern Birmingham at all times.
17. To undertake other duties of relevance to this position that may be requested.

Skills & Qualifications:

- Nationally recognised vocational qualification in Health & Social Care or equivalent
- Management qualification
- At least 2 years' experience of managing care services
- At least 12 months experience of working and supervising within a CQC environment
- Experience of recruiting, managing and co-ordinating staff
- Experience of multi-tasking within a fast paced environment
- Previous experience of managing budgets
- Knowledge of the needs of vulnerable people
- Safeguarding knowledge
- Understanding of equality and diversity
- Good inter personal skills
- Clear written skills

- Good IT skills
- Ability to carry out risk assessments
- Knowledge of Care Quality Commission and Standards
- Committed to delivering high quality services to clients
- Positive attitude towards clients and staff
- Car driver

Special Conditions:

- Disclosure and Barring Service (DBS) check will be undertaken for this role.
- This is a description of the job as it is at present.
- It does not form part of the contract of employment.
- Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder.

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*Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding:
Promoting good practice and prevention of harm and abuse*

To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported

December 19

