

**Post:** Domiciliary Care Manager

**Summary of Terms and Conditions**

**Hours:** Full Time

**Contract: Permanent**

**Salary: £24,050 – £26,850 + works pension and employee benefits**

**Expenses:** Staff may claim travel expenses

**Based: across Wrexham**, with office based at the Rainbow Centre in Penley and/or Marchwiel.

**Report to:** Operational Manager

We are advertising for a **Day Opportunities Manager** to

**Subject to:** DBS and satisfactory references

**GUIDANCE NOTES**

This information is available in large print. Other adjustments to the application and interview process can be made, based on your needs.

*General Information:* Thank you for your interest in this vacancy. You will find enclosed a job description, person specification and competency profile, together with an application form.

The information you provide in your application is the only information we will use in deciding whether or not you will be shortlisted for an interview.

**Job Description and Person Specification:**

The vacancy advertised is based on the job description which lists the main duties of the post. The person specification describes the skills, experience and knowledge we are looking for. Please read these carefully so that you know what the job involves and the range of expertise required. It is appreciated that the successful applicants will not necessarily have *all* the experience sought, but the selection process will be seeking in candidates the potential to develop any outstanding skills.

**Short-listing and selection**

After the closing date, all applications will be considered to see how each candidate’s skills and experience relate to the job requirements. Applicants who meet these requirements will be invited to attend an interview.

The interview is intended to allow the candidate to expand on his/her application and to show how far they meet the requirements of the post. Candidates will have an opportunity to ask questions about the job, The Rainbow Centre, conditions of employment, etc.

There will be a record of the assessment at interview of each candidate so that the reasons for their decision are clear, consistent and justifiable. Candidates will be informed about the outcome of the interview as quickly as possible.

All job offers are made subject to satisfactory references and an enhanced DBS check, which will be sought once an offer has been made. Once these have been received, the offer will be confirmed.

**Domiciliary Care Manager**

1. **Background**

**About the Rainbow Centre**

The Rainbow Centre is an award-winning local charity working to improve the Health and Wellbeing of our communities across Wrexham and South Shropshire.

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Many of our services are delivered from our community hubs in Penley and Marchwiel.  We also deliver Social Prescribing across all GP Surgeries in Wrexham and provide Community Outreach across Wrexham Maelor South.

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Our Aim is to improve the health and well-being of our communities. We provide support, services and facilities that can empower people of all ages to retain as much independence as possible and enable them to access services in their locality.

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We believe in a society where people have the opportunity to be treated with respect and live fulfilled lives. We promote independent living, positive ageing and have an excellent reputation for providing outstanding services.

**About our Domiciliary Care service**

In response to Covid-19 the Rainbow Centre started to deliver a domiciliary care service to clients who would have normally accessed our day opportunities service. Now that our doors are reopening again there is still demand for our domiciliary care service so we are keen to develop the project further.

You will be required to support the Rainbow Centre to register with Care Inspectorate Wales so the centre can continue to deliver Domiciliary Care, we want to provide high quality homecare services that support customers so they can enjoy the best quality of life. As registered manager, you will be supported and accountable to the operational manager.

1. **Key responsibilities**

The Domiciliary Care Manager will be responsible for efficiently managing the day to day running of the domiciliary care service, including coordination of teams, business development and customer relations with the Local Authority, NHS and private commissioners as they come on board. Allocate resources and monitor performance to deliver high quality, safe and effective homecare to customers within budget. Manage all aspects of the staff team. Provide strong leadership so staff are clear about their respective duties and responsibilities and have the support they need to carry out their roles safely.

1. **Duties**

**Manage the safety and quality of the business**

* Support the Rainbow Centre to register with Care Inspectorate Wales and then for the safe delivery of the service in line with legislative requirements and company policy and procedures
* Undertake training and development to keep up to date with the law, best practice and changes in company policy. Apply this knowledge to day to day management and delivery of care
* Understand and monitor health and safety in the workplace and in the field. Act as lead for infection prevention and control
* Maintain full and accurate records and reporting systems in accordance with legal requirements and to ensure the effective running of the business
* Implement quality management and improvement systems. Effectively manage complaints and incidents. Carry out investigations relating to the quality of the service and use findings to make improvements
* Be prepared to work flexibly to ensure the safe delivery of the service

**Provide an outstanding service to customers**

* During the initial phase of the project you will be expected to deliver high quality domiciliary care to a small number of customers, you will also need to be prepared to cover for your team if you are short staffed due to sickness or leave.
* Promote the rights of each customer and keep their wishes at the centre of their care and support
* Prior to each service commencing make sure a full assessment of each customer’s needs and associated risks is carried out. Identify what the customer would like to achieve from their care and support
* Create with the customer and/or their chosen representative a written individually tailored care and support plan that respects the customer’s wishes and promotes their dignity and privacy. Agree the plan and appropriate risk control measures to reduce the risks
* Provide the customer, and where appropriate their representatives, with information about the service so that they are clear about what to expect and how they can raise any concerns
* Apply excellent communication skills with customers, their families and representatives, staff and other health and social care professionals to deliver high quality homecare services
* Keep all information about customers, their representatives and their families secure and confidential except where policy requires you to share to protect the interests of our customers

**Lead and manage staff**

* Manage the effective recruitment, induction and training of the domiciliary care team. Identify ongoing training needs and make sure staff are up to date with current best practice
* Ensure there are sufficient numbers of suitably qualified staff allocated appropriately to meet service needs at all times. Implement company policy and procedures in relation to managing absence, disciplinary, capability and grievance matters
* Provide information, guidance and ongoing supervision to enable staff to effectively and safely carry out their roles. Carry out appraisals and monitoring of staff performance
* Ensure all emergency on-call issues are dealt with effectively, such as covering calls either directly or indirectly when care assistants are sick or absent

**Promote the business**

* Attend external meetings and represent the service in a positive manner
* Participate in the growth and development of the domiciliary care service. Work with the Operational Manager to achieve key performance targets

This list is not exhaustive and from time to time you may be required to undertake additional duties.

1. **Person specification**

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| --- | --- | --- | --- | --- |
|  | | *Essential* | *Desirable* | |
| Experience |  | | |
| Experience of providing care for vulnerable or older adults | |  |  | |
| Experience in the domiciliary care or similar sector | |  |  | |
| Understanding of CQC / CIW assessment criteria or experience of working in a service registered with the CIW / CQC | |  |  | |
| Experience of following regulatory procedures and guidelines | |  |  | |
| Experience of working with other health and social care professionals | |  |  | |
| Experience of managing staff and/or acting as a role model for the service | |  |  | |
| Understanding of risk management and health and safety management | |  |  | |
| Skills & Abilities (see competency profile) |  | | |
| Deliver quality | |  |  | |
| Managing complexity | |  |  | |
| Non-judgemental, positive in outlook | |  |  | |
| Person centred customer service and desire to support people | |  |  | |
| Team working | |  |  | |
| Self-awareness with effective communication and interpersonal skills | |  |  | |
| Adapting to change | |  |  | |
| Confident decision making | |  |  | |
| Professional competence | |  |  | |
| Knowledge & Qualifications |  | | |
| Knowledge of Care Inspectorate Wales (or CQC compliance) | |  |  | |
| NVQ Level 4 in Health and Social Care or a Level 5 QCF in Health and Social Care Management (or be working towards) | |  |  | |
| Knowledge of local area and services available to adults across Wrexham | |  |  | |
| Knowledge of safeguarding issues for vulnerable adults. | |  |  | |
| Train the Trainer certificate | |  |  | |
| Other Requirements |  | | |
| Willingness to undergo necessary training and development | |  |  | |
| Capacity to travel across Wrexham | |  |  | |
| Hold a current British driving license | |  |  | |
| Willingness to work outside normal office hours when required | |  |  | |
| Subject to an enhanced DBS Check | |  |  | |

1. **Domiciliary Care Manager– Competency Profile**

The following competency profile will be used in recruitment, assessment, selection, development of the Domiciliary Care Manager.

**Task competencies**

**Delivering Quality**

* Compassionate care that puts the needs of the client first, showing respect, dignity and integrity at all times.
* Captures data so that external quality standards are met.
* Aware of legislative requirements and ensures that these are addressed.
* Abides by relevant policies and procedures, being particularly mindful of safeguarding issues.
* Proactively identifies improvements that can be made
* Pays attention to detail.
* Clear on what is needed and gets things done.
* Uses resources efficiently.

**Managing Complexity**

* Gathers information from a broad range of sources
* Focuses on practical solutions
* Picks up new information quickly and understands the implications for the Rainbow Centre
* Effectively negotiates to ensure the work is completed.

**People competencies**

**Person Centred Customer Service**

* Provides support in a person centred and compassionate way
* Adopts different communication methods according to need.
* Builds listening and responsive relationships with customers and partner organizations.
* Understands and values people with different skills and from different social and cultural groups.
* Summarises complicated issues in accessible ways.
* Communicates well in writing and in person.
* Challenges discrimination and barriers to access.

**Team Working**

* Respects and supports members of the team
* Listens carefully, asks questions and offers constructive views
* Sensitive to group dynamics
* Shares information openly and appropriately
* Willing to offer help and support to others

**Self Management**

**Self Awareness**

* Identifies sources of personal stress and acts to minimize them
* Effectively balances work and personal life
* Recovers quickly from setbacks
* Confident and knowledgeable about own strengths and cultural identity
* Seeks advice, feedback and help from others
* Identifies new skills and knowledge needed to move forward

**Adapting to Change**

* Approaches new tasks with energy and enthusiasm
* Remains positive and optimistic in times of change
* Open minded and supportive of new ways of doing things
* Recovers quickly from setbacks
* Relates existing knowledge and skills to new problems
* Willing to re-plan at short notice

**Confident Decision Making**

* Acts consistently and with integrity
* Refers decisions upwards when appropriate
* Maintains confidentiality
* Decisions are transparent
* Undertakes tasks independently and with confidence
* Prepared to act decisively

**Professional Competence**

* Seeks professional development.
* Respected within, and beyond, the team for their skills and knowledge.
* Aware of sources of information and services – locally, regionally and nationally.