



JOB DESCRIPTION

Job Title	Care Team Manager (Days)
Responsible to	Registered Care Home Manager
Responsible for	Care Workers
Post Objective	To provide a range of services as a member of a care team which is designed to provide a homely and caring atmosphere where the residents' quality of life is maximised, within their chosen setting.

SUMMARY OF MAIN RESPONSIBILITIES

GENERAL MANAGEMENT

1. To ensure the Home and all its services function in accordance with company policy and the National Care Standards Commission requirements, including the responsibility of managing the home during a shift.
2. To undertake a variety of care and housekeeping duties whilst promoting dignity, privacy and encouraging the independence of residents. Also to ensure that domestic tasks within the home are carried out to meet required health and safety standards.
3. To write reports, maintain administrative and professional practice records and carry out investigations as required.

CARE OF RESIDENTS

1. To take the lead in promoting dignity, privacy and the independence of residents. This includes talking and listening to residents; respecting at all times the individual's rights to privacy and dignity; help each individual to overcome any anxieties and to enjoy the facilities of the Home whilst retaining as much of their own independence as possible.
2. To encourage contacts with friends and family, activities in the community and personal shopping.
3. To liaise with doctors, nurses and other professionals.
4. To support the key worker function through all necessary means of communication.
5. To ensure individual residents' care plans are prepared, maintained, updated and reviewed in accordance with the Care Manual and NCSC requirements.
6. To order, monitor and administer medication, maintaining records in accordance with procedures, including liaising with professionals to review medication.
7. To ensure the provision of high quality care by attending to customers' physical and personal needs including washing, dressing, bathing, toileting, feeding and other personal needs.
8. To identify and meet social, emotional and cultural needs of customers and organise and implement a weekly programme of unit based activities.
9. To liaise closely with relatives.

STAFF

1. To participate in staff meetings, training and development and staff supervision and give support and encouragement to members of the care staff team.
2. To take responsibility for the staff team in a group living setting.
3. To undertake the induction and training of new staff, which includes completion of induction checklists and probationary reports, and any other review discussions as required by the Home Manager.

4. To monitor sickness and maternity absence and carry out return to work interviews as appropriate.
5. To undertake any other duties, depending on skills and competency, to enable the efficient running of the service.
6. To attend all statutory training and training updates to fulfil job requirements.
7. To ensure that required staffing levels are always maintained by working in conjunction with the Home Manager and also ensuring that in their absence or that of the Deputy, staffing levels are always adequate to meet the needs of the service.
8. To carry out individual review discussions as required by the Home Manager.

You may also be required to train as an NVQ Assessor as a part of your ongoing development and to meet the needs of the Home.



JOB DESCRIPTION

Job Title	Care Team Manager (Nights)
Responsible to	Registered Care Home Manager
Responsible for	Care Workers
Post Objective	To provide a range of services as a member of a care team which is designed to provide a homely and caring atmosphere where the residents' quality of life is maximised, within their chosen setting.

SUMMARY OF MAIN RESPONSIBILITIES

GENERAL MANAGEMENT

1. To ensure the Home and all its services function in accordance with company policy and the National Care Standards Commission requirements, including the responsibility of managing the home during a shift.
2. To undertake a variety of care and housekeeping duties whilst promoting dignity, privacy and encouraging the independence of residents. Also to ensure that domestic tasks within the home are carried out to meet required health and safety standards.
3. To comply with the company's Equal Opportunities policy and procedures, at all times.

CARE OF RESIDENTS

1. To take the lead in promoting dignity, privacy and the independence of residents. This includes talking and listening to residents; respecting at all times the individual's rights to privacy and dignity; help each individual to overcome any anxieties and to enjoy the facilities of the Home whilst retaining as much of their own independence as possible.
2. To encourage contacts with friends and family, activities in the community and personal shopping.
3. To undertake the key worker function as stated in the key worker's guidelines.
4. To ensure individual residents' care plans are prepared, maintained, updated and reviewed in accordance with the Care Manual and NCSC requirements.
5. To monitor and administer medication, maintaining records in accordance with standard procedures.
6. To ensure the provision of high quality care by attending to customers' physical and personal needs including washing, dressing, bathing, toileting, feeding and other personal needs.
7. To identify and meet social, emotional and cultural needs of customers and organise and implement a weekly programme of unit based activities.

STAFF

1. To participate in staff meetings, training and development and staff supervision and give support and encouragement to members of the care staff team.
2. To take responsibility for the night staff team and rotas, always ensuring staff are deployed appropriately and adequate absence cover is provided to meet the needs of the residents
3. To undertake the induction and training of new staff, which includes completion of induction checklists

and probationary reports, and any other review discussions as required by the Home Manager.

4. To monitor sickness and maternity absence and carry out return to work interviews as appropriate.
5. To attend all statutory training and training updates to fulfil job requirements.
6. To undertake any other duties, depending on skills and competency, to enable the efficient running of the service.

You may also be required to train as an NVQ Assessor as a part of your ongoing development and to meet the needs of the Home.

PERSON SPECIFICATION

Job Title Care Team Manager
Department Care Homes
Line Manager Home Manager

		ESSENTIAL (E) DESIRABLE (D)
SKILLS/ ABILITIES	<ul style="list-style-type: none"> o Ability to understand the needs of older people. o Ability to communicate effectively, verbally and in writing with residents, families, visitors and staff and other client groups. o Ability to set and maintain standards of care in accordance with Quantum Care's standards and the National Care Standards Act. o Trustworthy and able to deal confidentially with information. o Physically fit and able to cope with the demands of the post and attend for work on a regular basis o Ability to lead, motivate and manage team members effectively, including taking the lead in the training of statutory subjects to team members. o Ability to work under pressure to tight deadlines. o Ability to take the initiative and deal effectively with emergency situations. o Ability to write reports and maintain clear and accurate administrative and professional practice records. o Ability to develop and maintain effective working relationships with other professional agencies. o Ability to handle complaints professionally and effectively. o Ability to interpret and adhere to policies and procedures including Health and Safety. o Excellent planning and organising skills. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
KNOWLEDGE	<ul style="list-style-type: none"> o NVQ 3 in Care. o NVQ 2 or QCF Diploma Level 2 in Health and Social Care. o Other professional qualification in the caring field. o Management qualification. o An understanding of basic budget and stock control. o Good literacy skills. o Good computer skills. 	<p>D</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p>
EXPERIENCE	<ul style="list-style-type: none"> o Experience working with the older people, or other adult client group. o Supervisory/managerial experience. o Experience of managing staff cover/rotas. o Experience of working with and across professional boundaries/ agencies. o Experience of working with community groups/representatives. 	<p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p>
PERSONAL	<ul style="list-style-type: none"> o Over 21 years of age. o Flexible approach to working hours. o Calm and able to think clearly when under pressure. 	<p>E</p> <p>E</p> <p>E</p>