RECRUITMENT PROFILE

Post Number	14197	Grade	9A
Position Title	Residential Manager	Department	Adult Social Care
Location	Saltgreens Residential Home, Eyemouth	Hours of Work	35
Salary/Rate of Pay	£23.90 - £25.81 per hour / £43,634.06 - £47,119.81 per annum	Number of Staff Responsible for	TBC
Reports to Post Number	Service Manager	Registration Requirements	SSSC
Contract Status	Permanent	Disclosure Status	PVG Adults
Role Profile Number	SC 7U	Work Pattern	Monday – Friday (on call when required)
Vacancy Number	SBO09267	Closing Date	03/10/2025

Key Responsibilities

The Care Home Manager will undertake operational management for all aspects of the Care Home. The primary purpose of this role is to ensure delivery of high-quality care to service users in accordance with the Health and Social Care Standards and the Scottish Social Services Council (SSSC) Codes of practice.

This is achieved through an outcomes focused approach based on the key principles: independence, choice, rights, dignity, and privacy.

Key Responsibilities:

- Responsibility for the operational management of care teams, ensuring effective human resources planning -including recruitment, staff retention, staff development and absence management.
- Provide leadership, supervision, and promote good practice within the service.
- Undertake all management tasks in relation to staffing, safe recruitment, induction, training, continued professional development, appraisal, supervision, performance management and discipline.
- Ensure completion of all necessary administration in accordance with organisational procedure.
- Liaise with other professional agencies to receive referrals and plan service delivery appropriate to individual needs. Ensure good communication with other professional agencies, service users and relatives to provide a comprehensive support plan according to individual needs and wishes.

- Manage, plan and allocate staff resources to ensure that a consistently high quality of care is provided for service users.

- Develop a service improvement plan for the care home, based on audit findings. This must be an active document, which is updated as needs of the service change.

- Develop a culture and ethos in which the needs of the service users are paramount.

- Demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and organisation.

- Ensure that requirements in relation to safeguarding and adult protection for service users and staff are met. Escalating issues in a timely and appropriate manner to the Service Manager – care homes and/or the Operations Manager.

- Ensure that all care staff are registered with SSSC, maintain up to date CPD and be responsible for ensuring staff have appropriate training in place to care for the needs of all service users within the care home.

- Promote succession planning within the service and ensure that all staff are developed and supported effectively to ensure maximum staff retention in accordance with HR Policies.

- Ensure all service users receive 6 monthly reviews and ensure that all related documentation is updated accordingly to fully reflect the current needs of service users.

- Ensure that all relevant Organisational Policies and Procedures are adhered to.

- Ensure all necessary records are completed in accordance with the Department's policy on Open Access to personal files and maintain client confidentiality and in line with General Data Protections Regulations

- Take the lead in the preparation of the service/business plan for the service.

- Report immediately to senior management any significant incidents or concerns.

- To carry out any other duties requested by the Operations Director.

Management of Resources:

- To have responsibility for the service's budget including the monitoring of expenditure and income to ensure effective resource utilisation within agreed budget allocation and in accordance with the organisation's financial procedures.

- In conjunction with Property Services, and within allocated resources, to ensure that any buildings for which you have responsibility are maintained and developed to the required standard. This includes any COVID-related guidance as directed.

- To have responsibility for the monitoring, maintenance and safe keeping of other assets in accordance with Adult Social Care policies and procedures.

Quality Assurance:

- To work with others to develop information systems for the monitoring and evaluation of the service.
- To provide information as requested to assist in the monitoring and evaluation of the service.
- To ensure that the services are delivered in line with the Health & Social Care Standards and Adult Social Care policies and procedures.
- To develop, implement and monitor against appropriate service standards to ensure continuous improvement.

	Essential	Desirable
Education & Training	• Care Level 4, Registered Manager Award or equivalent Professional Qualification in Social Work or related Professional Health Qualification. • To comply with the registration requirements of the Scottish Social Services Council you will be required to hold a Registered Managers Award, SVQ Level 4 in Management or equivalent management qualification.	
Experience	• Proven experience in working with vulnerable and/or older people • Proven experience of managing service provision within a registered care service to older people and/or those with learning difficulties • Experienced in working within and complying with the legislative and strategic policy context for the delivery	

	of services for older people and people with learning disabilities • Significant experience in the planning, scheduling and management of resources to deliver quality care services to clients • Proven team leadership and management experience within a care service environment.	
Job Specific Skills	• Understanding of providing social care services to meet the needs of vulnerable people. • In-depth knowledge of the National Care Standards relevant to Homecare and the SSSC Code of Practice for employers and social services staff. • Effective management, organisational and delegation skills which will inspire and motivate staff to achieve high quality care • Ability to organise team and resources to produce high quality, efficient social care services whilst managing conflicting demands and challenging timescales • Effective influencing and communication skills (verbal and written). • Ability to develop and maintain effective working relationships and constructively influence others, in particular those from partner organisations (e.g., District Nurses, Social Work), clients and their relatives. • Ability to manage service provision within financial resources and undertake financial and budgetary management responsibilities.	• Working knowledge of Care Support and /or scheduling software. • A valid UK Driving Licence and use of a vehicle is a desirable requirement of this post. Note: If you have a disability which precludes you from holding a driving licence, SBC shall take this into account and its responsibility to make reasonable adjustments to allow for your disability.
Qualities	• Personal Maturity • Unquestionable personal and professional integrity. • Confident, self-motivated and enthusiastic • Ability to relate to a wide variety of people • Committed to achieving high standards of client care	

	•Ability to make decisions and take responsibility for actions • Consultative, innovative and persuasive.	
Health & Safety	Employees shall work in accordance with policies, procedures, information, instructions, and / or training received.	

Benefits of Working for Scottish Borders Council:
• Living Wage Employer. • Qualify for a Blue Light Card and SB Benefits. • Paid training and PVG • Free SSSC Registration • Opportunity to provide rewarding work

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive, and the post holder may be required to undertake such other duties as may be required by the Workforce Planning & Development Manager to meet the needs and responsibilities of the Service and the Council.

Equality – Ensure that all work and outputs comply with and promotes equal opportunities and diversity.

Supervisory or Managerial posts only - Ensure that HR systems are in place for reporting management information and making recommendations for any corrective action necessary.

Equal Opportunities - Scottish Borders Council is committed to improving the diversity of its workforce to better reflect the communities we serve. We welcome applications from all minority groups and individuals who identify with one or more of the protected characteristics as defined by the Equality Act 2010. In particular from candidates who assess themselves as having a disability, under the Disability Confident Employer scheme this guarantees an interview to those individuals who meet the essential criteria of the post. All appointments will be made on merit.

Please note priority will be given to staff on the deployment/redeployment list who meet the essential criteria of the post.

Please note that applicants who have received early retirement/voluntary severance from Scottish Borders Council will not be considered.

TEMPORARY POSTS
If at a later date a temporary post becomes permanent, it will be at the discretion of the Department's management team to confirm the post holder as permanent without readvertising.

PRE-EMPLOYMENT CHECKS
Essential
· Confirmation of Right to Work in the UK - **(All posts)**

· Level 2/PVG Registration Disclosure Check – (PVG/Disclosure posts only)
· References - (All posts)
· Confirmation of qualifications required to meet the essential criteria on the person specification - (All posts)

Right to Work in the UK
Under the Immigration, Asylum and Nationality Act 2006 – require original documentation confirming legal entitlement to live and work in the UK.
· A Passport/National Identity Card showing you are a British Citizen or an EEA or
· Swiss National or
· a **full** British Birth/Adoption Certificate along with an official document containing your name and permanent National Insurance number
· **or** a passport or travel document endorsed to show that you are allowed to stay in the UK indefinitely or for a limited period of time and are allowed to work is required.

Please note that a Short Birth Certificate and a Driving Licence are not sufficient to show your entitlement to work in the UK.

OTHER DETAILS

Disclosure/PVG Registration
Under the Rehabilitation of Offenders (Exclusion and Exceptions) (Scotland) Order 2003 to the 1974 Rehabilitation of Offenders Act (ROA) Scottish Borders Council are entitled to ask "exempted questions" that require applicants for certain positions to reveal their full criminal history.

This means that all details of criminal convictions, whether they are spent or not, must be disclosed to help the recruiting manager assess the person's suitability for a position of trust.

Disclosure
These "excepted professions" are set out in the Exceptions Order and include:
· certain professions in areas such as health, pharmacy and the law;
· senior managers in banking and financial services.

PVG Registration
Certain posts are considered Regulated Role with Vulnerable Children and/or Protected Adults, under the Protection of Vulnerable Groups (Scotland) Act 2007. Preferred candidates will be required to join the PVG Scheme or undergo a PVG Scheme update check prior to a formal offer of employment being made by Scottish Borders Council.

Political Restrictions
Certain posts within Scottish Borders Council will be deemed Politically Restricted. If you are appointed to such a post the Local Government Officers' (Political Restrictions) Regulations 1990 provide that your terms and conditions of employment are deemed to incorporate additional provisions set out in the Schedule to the Regulations, a copy of which can be obtained from HR. Full details of restrictions will be provided in your application pack if you are applying for a Politically Restricted post.

** From 1 April 2025 a Scottish Local Government Living Wage Rate of £13.06 per hour has been agreed. All employees recruited on a salary/wage less than the SLGLW rate shall receive a payment

additional to their salary/wage in order that they are paid at the rate of £13.06 per hour. The additional payment shall count as pensionable earnings and be subject to deduction of tax, national insurance and pension where appropriate.

Information for Applicants

Protecting Vulnerable Groups Scheme and Disclosure Scotland Checks

You have requested information on a position within the council that requires either a PVG or Disclosure check. The level of check required will be detailed on the Job Description.

In order to protect young and adult people at risk Scottish Borders Council is required to undertake checks for the following individuals:

- Employees: Current staff and candidates who have been recommended for specified types of posts i.e. posts working with vulnerable groups (children or protected adults).
- Other people: Volunteers working with vulnerable groups, Foster Parents, prospective adopters, Children's Hearing members, Host Parents, Elected Members who sit on certain committees.

Certain other specified positions also require checks to be undertaken.

Legislation makes it an offence for the council to offer employment or to continue to employ someone who has been found to be unsuitable to work with children or protected adults. Undertaking PVG Disclosure checks ensures that we comply with this legislation.

Under the terms of the Rehabilitation of Offenders Act 1974 (Exclusions and Exceptions) (Scotland) Order 2003 Scottish Borders Council are entitled to ask "exempted questions" that require applicants to reveal their full criminal history.

An "exempted question" is a question which employers are not normally allowed to ask in relation to a person's criminal conviction history. Under the terms of the Rehabilitation of Offenders Act 1974 offenders become rehabilitated after varying periods of time and their conviction(s) deemed "spent", depending on the sentence imposed and whether they have re-offended. The Act provides that a spent conviction need not normally be disclosed by the individual, except in situations where information about spent convictions needs to be available. There are a number of positions with the Council where both spent and unspent convictions must be disclosed eg positions involving contact with children and/or adults at risk.

Under the PVG Scheme:
When a person applies to join the PVG Scheme for the first time there are two types of disclosure record available:

- the **Scheme Record (and subsequently a Scheme Record Update)** at the request of an organisation.
- the **Scheme Membership Statement** at the request of a **personal employer** or by the individual alone in anticipation of doing regulated work in the future;

The Scheme Record states the type of work the person is registered for, whether work with children, protected adults or both and whether they are under consideration of being barred. It also contains

details of all convictions on record, whether spent or unspent, and other relevant non conviction information held by Disclosure Scotland.

A Scheme Record Update states the type of work the person is registered for, and whether they are under consideration of being barred. It also confirms the date of issue of the last Scheme Record, whether or not any further information is recorded on that Scheme Record and whether or not any further information has subsequently been recorded.

Depending on the contents of the Update it may be necessary to obtain a Scheme Record.

A Scheme Membership Statement simply states the type of work the person is registered for, and whether they are under consideration of being barred.

Under the Police Act:

There are different types of Disclosure Certificate:

Level 2 Disclosures are available for certain purposes including those involved in the administration of the law, and senior managers in banking and financial services. A Level 2 Disclosure will contain details of all convictions on record, whether spent or unspent. This means that even minor convictions, no matter when they occurred, will be included on the Disclosure.

A Level 1 is also available, however this can be obtained only by an individual rather than an organisation, as long as they apply in the appropriate manner and pay the relevant fee. Level 1 Disclosures include all convictions considered to be unspent under the Rehabilitation of Offenders Act or state that there are no such convictions.