

Role Profile

Post Title:	Care at Home Manager
Grade:	9
Date Created:	14 December 2022

ROLE DEFINITION

Manage the co-ordination, scheduling, supervision and monitoring of Care at Home Services to ensure quality and effective service delivery.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Supervise a team of Care at Home Assistants, including operational practices, health and safety, conduct and record keeping, inclusive of regular formal Supervision, annual performance discussion (Our Time to Talk) and regular Team Meetings in line with regulatory body requirements.
- Manage the authorisation and approval of all Care at Home Services.
- Manage, in conjunction with others, a devolved budget, providing best value services.
- Monitor the effective co-ordination, scheduling and notification procedures of Care at Home Services using an electronic monitoring system.
- Supervise, monitor and report on the usage and implementation of an electronic monitoring system.
- Undertake visits to service users to review and monitor the Care at Home service, assisting service users with any concerns, suggestions, improvements or complaints they may have in line with regulatory body requirements and care standards.



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- Manage staffing levels including recruitment and selection, and monitoring staff contracts as appropriate.
- Monitor absence and undertake duties in line with Maximising Attendance procedures, including sickness absence reporting, return to work interviews, initial long term absence reviews, Stage 1 interviews, occupational health referrals and absence cover.
- Organise, commission and monitor services from Accredited Providers. Chair provider meetings as required.
- Ensure information and recording systems are kept up to date and used appropriately.
- Undertake management investigations and associated disciplinary processes.
- Ensure effective liaison with assessment teams and other appropriate agencies takes place and is maintained, including reporting any changes or issues of concern.
- Maintain systems for checking Community Alarm equipment, liaising with monitoring station and dealing with emergency situations.
- Provide office duty cover.



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ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	- SVQ 3 in Health and Social Care or equivalent qualification recognised by SSSC OR equivalent experience with the ability to achieve the recognised qualification - Recognised qualification in Supervision or Management OR equivalent experience with the ability to achieve the recognised qualification		- Application Form - Interview
Experience	- Caring, or working in the caring sector - Managing or supervising staff in a social care environment - Budgetary management - Microsoft packages	- Frontline care delivery setting - Delivering training - Dealing with HR processes - Public speaking	- Application Form - References - Interview
Specialist Knowledge	- Needs of older people, their carers and / or representatives - Change management	- Health and Social Care Services - Needs of service users with Dementia	- Application Form - Interview - Pre/Post-Interview Check (if appropriate)



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	National Care Standards and regulatory body requirements	Electronic monitoring and scheduling system (s)	
Skills and Abilities	- Work in a team - Use own initiative - Work under pressure - Written and verbal communication skills - Record keeping - Work tight deadlines		- Application Form - References - Interview
Other	- Willing to undertake and participate in training - Required to join the PVG Scheme for this type of regulated work - Registered, or the ability to register, with SSSC	Current UK driving licence	- Application Form - Interview - Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.



OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
<u>Focus</u> we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
<u>Passion</u> we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
<u>Inspiration</u> we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind

