

Care4Good Registered Manager



Registered Manager for domiciliary care agency.

This is a new role that is part of the development of commercial businesses to fund our free Hospice Care. The Registered Manager will develop and establish a new care agency called Care4Good providing individual care at home for people who need assistance with the tasks of daily living and personal care. We want to assess newer membership models as well as traditional funding (hourly rate) models. Subject to final approval of the business plan, the Registered Manager will move into the set-up phase and establish the care agency. The post holder will be well supported by our clinical teams, finance teams and our senior management team.

Main duties and responsibilities in the development phase

- Develop our proposition to establish a new care agency to full business case within agreed timescales.
- Evaluate 'membership' and traditional hourly rates models, and recommend the model that delivers on our values (customer and client experience) and growth/profit targets as part of the business case.
- On approval of the full business case, work with colleagues to;
 - Complete CQC registration and become the Registered Manager
 - Put in place and deliver recruitment and marketing plans
 - Set up digital basics, including website and referral pathways, electronic rostering

Main duties and responsibilities in the setup and delivery phases

- Deliver business plan income targets, manage expenditure budgets and report on key performance indicators (KPIs).
- Direct promotion of the service in identified areas, for example, door to door initiatives, liaising with private GPs and private hospitals.
- Ensure a balance of need/dependency in the client base when accepting clients so as to meet and exceed financial/growth targets.
- Recruitment and management of the team to include: induction, training, rostering, quality checks, team management and appraisals.
- Share on-call duties and cover care shifts in sickness/emergencies to assure continuity of service.
- Accountable for the safe and effective delivery of all the care services delivered by the business ensuring CQC and Data Protection Act (DPA) compliance. To also include leading preparatory inspections with the team.
- Direct responsibility for conducting care assessments for new clients, the creation of individual plans of care, and review and update all plans for existing clients.
- Be responsible for liaising with clients, relatives and healthcare professionals, to include effective management of complaints, compliments and comments.

PERSON SPECIFICATION

Essential

- Experience in the management of domiciliary care delivery
- Strong leadership and people management skills with the ability to develop teams
- Exceptional interpersonal and communication skills
- Highly organised with the ability to work in a fast-paced environment, multi-task, prioritise detail-driven workload and commercial income targets
- Commitment to person centered values in a commercial context
- Demonstrate initiative, flexibility, responsiveness, accountability, professionalism, and attention to detail
- Strong customer-service ethos
- Experienced with electronic care records, digital care delivery systems
- Detailed knowledge of CQC regulations and relevant legislation
- Either possess Level 5 NVQ qualification or have the necessary skills/experience
- No criminal convictions
- Full driving license
- Own transport

Desirable

Prior experience in the setup of a domiciliary care delivery company

Good network of contacts in the health and care fields in South Buckinghamshire and/or South West Hertfordshire

Communication

- Demonstrable ability to work as part of a team
- Excellent communication and interpersonal skills – understanding of team dynamics
- Negotiating and influencing trustees and senior leadership team to achieve strategic and operational goals
- Effective team management and motivation skills
- Self-starter with initiative, enthusiasm and flexibility
- Excellent ambassador for The Hospice of St Francis

Internal & External Contacts	<ul style="list-style-type: none">• Director of Finance & Performance• Director of Care & Contracts• Staff and volunteers• Board of Trustees• Executive Team• Association Members & Patrons• Patients and Families
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This list of tasks and responsibilities is not exhaustive. The job holder may be required to undertake other relevant and appropriate duties as required by the Manager. This Job Description will be reviewed and can be amended by agreement with the Post Holder and Manager.

	<ul style="list-style-type: none"> • Regulators regional officers/partners • National Charities • Professional bodies/networks • Relevant regional & national peers • Statutory, independent and voluntary sector providers
Decision Making	<ul style="list-style-type: none"> • Proven ability to interpret and analyse complex financial data • Ability to deliver written and verbal reports at a senior level • Adaptable, flexible and with excellent attention to detail • Able to work with confidential data and information • Work under pressure to manage a varied workload • Self- motivated and able to prioritise consistent with organisational objectives and targets • Motivated to constantly improve standards and develop new ideas with the rest of the team
Mental and Physical Consideration. Working Conditions & Environment	<ul style="list-style-type: none"> • Commitment to the aims and ethos of the Hospice • Continually strive to improve the business • Development of others to succeed • Keen to develop self within role • Driver with own transport • Hardworking, reliable and punctual • Resilient • Lead by example and prepared to go the extra mile • Flexibility – willingness to work extra hours and change working pattern where needed • A willingness to be a Hospice ambassador and promote the cause of the Hospice and Hospice events
Health & Safety	<ul style="list-style-type: none"> • Understand and comply with all Health and Safety, Fire and Infection Control regulations • Complete all mandatory training and ensure compliance of direct reports and contractors • Ensure the safety of staff, patients and visitors in accordance with the Hospice Health and Safety Policy on-site and offsite at Hospice run events • Report any accidents or incidents in the department, record the incident in the relevant accident book and agree with the Head of Governance and Care Standards appropriate investigation, action and closed loop learning
Safeguarding	<ul style="list-style-type: none"> • Act in a manner always to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis • Keep abreast of key changes in legislation, governance and practice development relevant to the role and the mission of The Hospice of St Francis with onward briefing into the organisation.

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