

## CARE MANAGER JOB DESCRIPTION AND PERSON SPECIFICATION

**JOB TITLE:** Care Manager  
**REPORTS TO:** Proprietor/Franchisee  
**SUMMARY OF POST:** Responsible for the day-to-day running of the business

### MAIN RESPONSIBILITIES:

- To be accountable to the Franchisee/Proprietor
- To have responsibility for all staff - to plan, allocate and evaluate the workload of all staff
- To ensure successful operation of quality control systems
- To ensure all Health and Safety requirements are adhered to and met
- To ensure all Safeguarding/Protection requirements are adhered to and met
- To ensure that all computerised and manual records are up to date
- To ensure implementation of Carewatch complaints procedure and handle complaints effectively against Policy
- To write reports and maintain all monitoring systems
- To ensure all staff receive supervision and appraisals
- To ensure training needs of all staff are met effectively - implement induction programmes and identify and provide for on-going training needs
- To work within agreed budgets
- To actively participate in the growth and development of the business
- To maintain administrative systems
- To recruit, select and effectively supervise staff team
- To maintain effective assessment and review procedures
- To liaise with other agencies involved with the service user to ensure the provision of integrated services

### PERSON SPECIFICATION:

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of education</li> <li>• Good literacy and numeric skills</li> <li>• Willing to work towards NVQ4 Leadership and Management for Care Services if not already held</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ4 Leadership and Management for Care Services</li> <li>• Management Diploma</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Management of service provision in the care industry</li> <li>• Business management</li> <li>• Financial management and budget control</li> <li>• Maintaining quality control systems</li> <li>• Ability to establish and maintain effective</li> </ul>	<ul style="list-style-type: none"> <li>• Working knowledge of all Health and Safety requirements</li> <li>• Working knowledge of Safeguarding/Protection requirements</li> <li>• Business development experience in the care industry</li> </ul>

	<p>professional working relationships</p> <ul style="list-style-type: none"> <li>• Working knowledge of Regulatory Frameworks and Regulatory Body Inspection processes and documentation</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of e-tendering</li> <li>• Experience in preparing and delivering presentations to commissioners</li> <li>• Knowledge of Domiciliary Care, Supporting People, Housing Support, Personalisation Agenda, Self Directed Support, Extra Care Housing</li> <li>• Working knowledge of services for older people, learning disabilities, mental health, physical disabilities</li> <li>• Monitoring and control financial resources</li> </ul>
<b>Skills/Attributes</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Good planning and organisational skills</li> <li>• Skills in assessment and care planning</li> <li>• Good negotiating skills</li> <li>• Ability to cope with pressure</li> <li>• Ability to cope with change</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding and commitment to empowering services users</li> </ul>
<b>Additional Requirements</b>	<ul style="list-style-type: none"> <li>• This post is subject to an Enhanced CRB</li> </ul>	<ul style="list-style-type: none"> <li>• Have full UK Driving Licence</li> </ul>