

Job Description

Care Home Unit Manager

Responsible To:

General Manager

Purpose of Position

Working as part of the management team, to lead a designated Unit within the care home, ensuring effective day-to-day running and the highest standard of person-centered care and team performance.

Take responsibility for the delivery of care to residents and the supervision of staff by fostering a culture of dignity, safety and empowerment for both residents and staff in a caring environment.

To bridge the gap between management and hands-on-care by operating on a 60/40 basis (60% of time dedicated to management duties while the remaining 40% to involve direct work on the floor alongside staff.

Be the first point of contact for the residents' families and loved ones.

Assist and participate in an on-call system for the home, ensuring the home operates 24/7, 365 days a year and 7 day cover in maintained.

Values:

To promote and adhere to the Greensleeves Care workplace values of respect, openness and responsibility.

To promote and act in accordance with the policies and procedures of Greensleeves Care.

Principal Responsibilities

Resident Care and clinical oversight

- Ensure all residents receive tailored, high-quality care aligned with their individual care plans, taking responsibility for adherence to statutory regulations.
- Ensure the safe admission of any new residents to the Unit for assessment/evaluation and establishment of good mutual relationships with the residents, relatives, and loved ones.
- Ensure the physical and psychological assessment is completed on the day of admission for any new resident.

- Ensure the residents' physical and emotional needs are identified through effective assessment and care planning.
- Ensure care plans are reviewed and updated for every resident according to changes in the status of the resident.
- Be aware of psychological changes in residents and report such to the General Manager and consult with the GP and other care professionals as appropriate.
- Oversee assessments, care planning, and reviews in collaboration with multidisciplinary teams.
- Safeguard residents' wellbeing, dignity, and rights, adhering to CQC and Health & Social Care Act standards.
- Oversee and take responsibility for the ordering, storage, recording, stock control, and safe administration of medication on the unit.
- Arrange and co-ordinate monthly reviews with residents and relatives through the resident of the day system.
- Ensure that all records relating to residents are understood, acted upon by staff, and are reviewed regularly as per Greensleeves Care Policies and Procedures.
- Participate in the Quality Assurance Auditing system and ensure all actions identified are addressed promptly.

Team Leadership and development

- Lead, mentor, supervise and develop the work of the day and night care teams in the Unit by setting objectives and conduct regular team meetings, supervisions and performance reviews to include annual appraisal review.
- Support staff development through coaching, training, and clear communication of expectations.
- Champion best practices and challenge poor performance constructively
- Take full responsibility for the allocation of staff on shift, ensuring the skill mix meets the requirements of the Unit and ensure seven day cover is maintained.
- Approve annual leave requests in accordance with Time and Attendance system protocol.
- Ensure that staffing levels are in line with the dependency requirements of the residents on the Unit.
- Recruit for any staff vacancies promptly in partnership with the central recruitment team as required.
- Maintain effective communication with the staff through 10@10, supervision, and team meetings.
- Take responsibility for ensuring all new staff in the Unit complete all the components of the Greensleeves Care Induction Programme.

General

- Consult with families, professionals, and external agencies to ensure continuity of care.
- Contribute to occupancy, safeguarding, and quality improvement initiatives.
- Support the General Manager with audits, compliance checks, and action plans.
- Complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement the relevant Greensleeves Care policies and procedures, taking responsibility for reporting any safeguarding concerns to the General Manager and local safeguarding team.
- Ensure that consistency of standards in the Unit is met
- Work collaboratively with the other Care Unit Managers to ensure consistency in care practice and provide cover as may be required from time to time.
- Understand and support the vision, mission and aims of Greensleeves Care.
- Maintain awareness of own and others' Health and Safety and comply with the Trust's Health and Safety policy.
- Take appropriate responsibility for records held, created, or used as part of own work for Greensleeves Care (paper-based and electronic) as per information governance requirements.
- Encourage teamwork and effective communication with colleagues.
- Act as a representative of the Trust and deal with Greensleeves Care stakeholders, advisors and the public in a professional manner at all times.
- Comply with Greensleeves Care financial policies and practices as applicable.
- Take responsibility for own CPD to ensure it is up-to-date at all times with changes in good practice in line with areas of responsibility. This will include attending training off site at locations including London and other Greensleeves Care Homes across the Trust.

In addition to the duties and responsibilities listed; the job holder is required to perform other duties assigned by the General Manager from time to time.

Post Holders Signature _____ Date Signed _____

Line Managers Signature _____ Date Signed _____