

CityTrust Healthcare

3 Weavers Way, Alfreton, Derbyshire DE55 2FZ
07715 278 957

Form Name:

Job Description - Manager

Ref No: HCA - 058

Job Title

Service Manager

Qualifications

Holding a current RGN (or equivalent) qualification, NVQ Level 4 or equivalent.

Must be currently on the NMC Register or GSCC Register if appropriate to the qualifications required.

Job Purpose

To assist the Owner / Directors in the discharge of their professional and administrative duties in relation to the running of the service.

To be registered with the Care Quality Commission as the "Registered Manager" to be in charge of the domiciliary care service.

To manage the service in such a way as to enhance the quality of life of the people who use services and to staff who work in the community appropriately at all times.

Accountable To

The Directors or owners of the service

Reporting To

The Chief Executive or owner

Line Management Responsibilities

To directly be responsible for the health, safety and welfare of all staff in the service.

To line manage and develop all members of the senior team.

Key Tasks

1. To assist with the creation and maintenance of Care Plans and to ensure that these are followed and evaluated at regular intervals.
2. To ensure that all treatments are carried out in accordance with professional medical direction and comply with legislative requirements.
3. To assist with the induction of new staff members.
4. To assist with the training of all grades of staff where appropriate and identify any training which staff would find beneficial.
5. To maintain effective communications with service users and their relatives.

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6. To liaise with all care professionals as part of an effective multi – disciplinary approach to care.

Key Tasks (Administration)

1. To ensure that the Care Quality Commission is aware of such accidents and incidents, as are required to be reported, and to ensure the completion of the appropriate documentation.
2. To notify the Chief Executive / Directors of any deficiencies and shortages of equipment or supplies.
3. Ensure that faulty or defective equipment is removed from use.

Key Tasks (Communication)

1. Receive reports relating to the condition of service users from staff and pass on instructions to other members of staff.
2. Ensure that staff are aware of daily changes in service users condition or treatment.
3. Maintain personal contact with service users.
4. Organise and manage staff meetings as required.

Other Duties

To oversee the implementation of the Quality Management System. This includes implementing policies and procedures and using relevant forms as may from time to time be required.

To undertake such other duties as may be reasonably requested by the Directors or owners, in line with your professional competences.

This document will be reviewed by the owners for its continuing suitability and effectiveness and may be amended when required.

Any changes to your working practices will be notified in advance of such changes becoming effective.