

HOMECARE REGISTERED MANAGER

RECRUITMENT PACK

Hopscotch Homecare takes pride in working to support the vulnerable of south Camden and beyond, with exceptional care in the home. We take the safety of our service seriously, both for our clients and our care workers. Those who draw on our care are centred in our service.

This Registered Manager role will give you the chance to be an integral part of our Homecare Service and be part of the full management team of our charity, Hopscotch Women's Centre.

Our Homecare service has a dynamic team of Coordinators and Field Care Supervisors who will look to you to be proactive and fully engaged in managing the team, strengthening our organisational provision and making sure the team can be free to focus on their incredible work with the vulnerable of London.

Salary: £38,000 - £42,000

Hours of Work: 35 hours per week

Location: Fully office based, NW1 2PY

Reporting to: Head of Homecare

WHY HOPSCOTCH HOMECARE?

- An opportunity to live out your values
- Working in a trauma informed environment
- A chance to challenge and increase the standards in Adult Social Care
- Working with a diverse and vibrant team
- Team positivity, creativity and problem solving
- A place where all voices are heard
- Daily opportunities to make a meaningful impact on those in need
- Signatories of the Employers Domestic Abuse Covenant - creating a safe working environment for all staff
- Generous annual leave provision, including flexible working around the winter holidays
- Occupational sick leave
- Regular internal and clinical supervision with amazing therapists
- Continuous training

SCOPE OF THE ROLE

- To provide a high-quality homecare service that support the rights of our clients to live the lives they choose in a person-centred way
- Efficiently manage the day to day running of the Homecare charity including:
 - Allocate resources and monitor performance to deliver high quality homecare to clients within budget

- Manage all aspects of the staff team and provide sound leadership to ensure staff are clear about their respective duties and responsibilities and have the support they need to carry out their roles safely and happily

RESPONSIBILITIES

- Manage the safety and quality of the service in line with legislative requirements and charity's policy and procedures
- Undertake training and development to keep up to date with the law, best practice and changes in company policy. Apply this knowledge to day-to-day management and delivery of care
- Understand and monitor health and safety in the workplace and in the field. Act as lead for infection prevention and control
- Maintain full and accurate records and reporting systems in accordance with legal requirements and to ensure the effective running of the service.
- Implement quality management and improvement systems. Effectively manage complaints and incidents. Carry out investigations relating to the quality of the service and use findings to make improvements
- Be prepared to work flexibly to ensure the safe delivery of the service
- Provide a good service to clients:
 - Promote the rights of each client and keep their wishes at the centre of their care and support
 - Make sure that prior to each service commencing, full initial assessments with the client and/or their chosen representatives, has been completed. This includes what the client needs and would like to achieve from their care and support
 - Make sure the team have written an individually tailored care and support plan and have agreement that respects the customer's wishes and promotes their dignity and privacy
 - Agree appropriate risk control measures to reduce identified risks
 - Provide the customer, and where appropriate their representatives, with information about the service so that they are clear about what to expect and how they can raise any concerns
 - Apply excellent communication skills with clients, their families and representatives, staff and other health and social care professionals to deliver high quality homecare services
- Keep all information about customers and their families secure and confidential

Lead & Manage Staff:

- Manage the effective recruitment, induction and training of the coordinator (s), supervisor (s), care workers and other support staff, ensuring there are sufficient numbers of suitably qualified staff allocated appropriately to meet service needs at all times
- Identify ongoing training needs and ensure staff are up to date with current best practice
- Implement company policy and procedures in relation to managing absence, disciplinary, capability and grievance matters
- Provide information, guidance and ongoing supervision to enable staff to effectively and safely carry out their roles
- Carry out appraisals and monitoring of staff performance
- Ensure all emergency on-call issues are dealt with effectively, such as covering calls either directly or indirectly when care workers are sick or absent.

Promote Hopscotch Homecare Service:

- Attend external meetings and represent the service in a positive manner
- Participate in the growth and development of the service
- This list is not exhaustive and from time to time you may be required to undertake additional duties
- Attend all training provided in line with regulatory requirements

PERSON SPECIFICATION

Personal Attributes - Essential

- Caring and compassionate towards people in need of care and support and care workers
- Respect for people suffering from a range of medical conditions with different backgrounds and beliefs to your own. Strong commitment to non-discriminatory care practice
- Commitment to always respecting the rights of client and to promoting their privacy, dignity and independence throughout their lives
- Exceptional team player
- Self-motivated and keen to learn. Willing to seek guidance when needed and follow instructions
- Professional, excellent timekeeper and reliable

Knowledge and understanding - Essential

- Excellent experience in the provision of homecare services, in line with best practice
- Excellent understanding of the principles of high-quality person-centred care and support and non-discriminatory care practice
- Good understanding of the regulatory responsibilities of a Registered Manager and the law and CQC regulations relating to domiciliary care services.
- Must have S/NVQ L5 or equivalent, or be willing to work towards a relevant management qualification
- Understanding of systems to maintain confidentiality in relation to customers, staff and the business
- Knowledge of health and safety matters in relation to homecare services and risk management
- Knowledge of how to recognise abuse and safeguarding procedures

Experience and skills

- Minimum of two years' experience of managing a team
- Excellent communication skills. Experience of building positive working relationships with people who use services and their families, staff and other health and social care professionals
- Ability to support customers with all aspects of their daily living in a manner that respects their dignity, is non-judgmental and promotes their independence, choices and privacy
- Experience of care services, risk assessment and person-centred care and support
- Ability to plan and organise workloads effectively
- Good administrative skills and computer literacy
- Experience of managing and developing an effective staff team including recruitment, training, supporting and supervising staff
- Ability to maintain clear written and electronic records and to follow statutory reporting procedures
- Experience of financial management desirable
- Ability to implement policies, procedures and instructions

Additional requirements

- Willingness to work flexibly and to keep knowledge and skills up to date
- To work closely with the Head of Homecare, attending very regular reflective supervision sessions and annual appraisals
- Attain an enhanced Disclosure from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) Disclosure
- Right to work in the UK

We would love to hear from you!

Email recruitment@hopscotchuk.org with any questions or if you are ready to apply, send us a cover letter and your CV. Good luck!