

JOB DESCRIPTION

Job Title: Extra Care Manager

Responsible to: Registered Care Manager

Responsible for: Care Workers

Job purpose

Operational responsibility for the delivery of care and management of an Extra Care Housing scheme for over 55 year olds ensuring that all aspects of service users care and support meet individual needs and is delivered in a safe manner which promotes independent living.

Principal Responsibilities

1. To lead and manage a team of care staff ensuring ongoing support, development and performance are managed effectively and in line with procedural requirements.
2. To work with relevant colleagues to ensure that care and support plans meet the expressed needs of service users and are regularly reviewed and revised in response to changing needs.
3. To actively participate in the recruitment and selection of care staff and contribute to the staff induction process to support the effective integration of new staff.
4. In conjunction with HR, lead investigations into any staffing issues or complaints in a prompt professional and caring manner ensuring any learnings inform future policy and practice.
5. To contribute to the development and delivery of training programmes on care related matters and initiatives.
6. To ensure that the standard of care delivery both meets and exceeds the Care Quality Commission Regulatory Framework for Homecare.
7. Ensure that the building is fully maintained in line with relevant health and safety regulatory requirements and all maintenance checks and contracts are in place and operating effectively.
8. To be the first point of contact for all service users and their families ensuring they receive appropriate advice and support and at all times are at the centre of all decision making.

9. Working closely with the Housing Scheme Manager, to ensure any voids are allocated in a timely manner, that all tenancy agreements are in place and service users contribute to service and housing development improvements.
10. To be the Safeguarding lead for the facility reporting and escalating matters as applicable to the Registered Care Manager as the organisational Safeguarding lead.
11. To attend internal / external meetings associated with the role whilst managing relationships with all stakeholders ensuring a professional approach is adopted at all times.
12. To develop and promote a range of activities which encourage service user engagement and promote social interaction and involvement.
13. To be responsible for all health and safety matters including fire safety and Safeguarding related to the provision of both housing and care services.
14. To promote and implement St Anthony of Padua Community Association equality principles in all aspects of employment and service delivery in line with company procedures, ethos and values.

This job description is a guide to the principal responsibilities of the role and is not intended to be an exhaustive list of duties. Therefore, it will always be subject to review in light of changes to the role and the work of the Association.