



## **JOB DESCRIPTION**

### **SERVICE MANAGER**

### **HAVEN HOMECARE**

An opportunity has arisen to take on the role of Service Manager for a charitable personal care provider in north Cardiff at a time of potential growth.

#### **Background**

Haven Homecare is a charity based in north Cardiff which provides domiciliary personal care to older people. The trust deed defines the purpose of the charity as “advancing the Christian Religion by the provision of community care and assistance...for those persons who have need by reason of their age, infirmity or financial circumstances of such care, and for those who care for them”. The Trust is overseen by five Trustees who have extensive experience in health care and financial management.

Haven Homecare has been providing increasing levels of care for the last ten years and has a record of providing good quality care. Haven Homecare currently employs ten care workers and supports 38 clients with care packages ranging from one to thirty hours per week. Many of our clients suffer from varying degrees of dementia and some have complex needs. Haven Homecare is able to provide multiple double handed visits on a daily basis including end of life care.

#### **Purpose of the role**

The Service Manager is responsible for the overall delivery of the care service including high quality assessment and care provision, staff management, and compliance with statutory, financial and professional regulation.

The Service Manager is supported by two service coordinators (job sharing) and an administrator currently working 24 and 18 hours per week respectively. The service coordinators manages the day to day running of staff, arranging assessments, drafting care plans, organising staff rosters and undertaking regular supervision. The service coordinators and two senior carers provide a senior on call telephone backup rota.

The Service Manager is responsible to the chair of trustees (who is the Registered Person for Haven Homecare) and attends the trustees meeting (on a Saturday morning on a quarterly basis).

The successful applicant will be registered as the Registered Manager with Care and Social Services Inspectorate Wales (or Social Care Wales after April 2018).

## **Job description**

Title: Service Manager

Position vacant from: 1 January 2018

Hours per week: 30 to 37.5 hours Monday to Friday, to be worked as agreed on appointment within the needs of the service.

Base: Fielding House, 43 Thornbury Close, Cardiff CF14 1UT although the role will require attendance at other locations from time to time.

Salary: £29,000 - £32,000 prorated, dependent on experience and qualifications.

Pension: The Service Manager will be enrolled in the current workplace pension scheme with appropriate employer contributions.

Annual leave: Statutory allowance of 28 days per year prorated to hours worked, exclusive of public holidays.

Accountability: the Service Manager is accountable to the Chair of Trustees.

Occupational requirement: due the Christian basis of the Trust and the fundamental Christian ethos of Haven Homecare there is an Occupational Requirement that the successful candidate is a practicing Christian.

## **Key responsibilities**

- Deliver the Trust's service within the financial and service constraints agreed in the annual plan and budget.
- Promote the interests of clients at all times.
- Ensure that the underlying principles and values of the Trust are promoted and maintained.
  
- Provide clear information to all clients and their representatives about the service and ensure that this is communicated effectively.
- Ensure that appropriate needs and risk assessments are completed for clients and that care plans are agreed in collaboration with clients or their representatives and reviewed regularly.
- Ensure that care is provided effectively and safely.
- Maintain confidentiality for clients and staff.
  
- Lead and manage all aspects of the staff team.
- Communicate effectively with the staff team.
- Recruit sufficient staff with appropriate skills to deliver the agreed service and ensure the staff are allocated to meet client care needs.
- Maintain mandatory and service-specific training for all staff.
- Review staff performance regularly.
- Implement policy on absence, disciplinary and grievance matters.

- Ensure quality assurance of all aspects of the service relating to both clients and staff through the regular development, implementation, review and maintenance of policies and procedures, and regular audits.
- Manage credit control and maintain accurate and timely accounts with clear audit trails and provision for internal and external audit.
- Provide monthly accounts for the Management Committee and the Trustees.
- Contribute to the development of the annual budget with the Trustees.
- Develop and maintain appropriate performance indicators and report to the Management Committee and Trustees regularly.
- Consider potential risks to the Trust and inform Trustees when appropriate.
- Contribute to strategic planning and development of annual business plans.
- Identify potential service developments and new funding streams, and report these to the Trustees.
- Develop close relationships with other agencies in the statutory, independent and voluntary sectors.
- Ensure compliance with all relevant legislation and guidance (particularly in respect of registration and inspection, data protection, equal opportunities and employment) and report to the Trustees regularly.
- Monitor Health and Safety issues to ensure compliance with relevant regulation, and report to the quarterly Health and Safety Committee.
- Assist the Trustees with annual reporting to the Charity Commission.
- Ensure that staff and Trustees are kept up to dates with changes in legislation, regulation, guidance and local authority provision.
- Chair the monthly Management Committee and quarterly Health and Safety Committee.
- Attend the Trustees meeting on a quarterly basis on Saturday mornings.
- While the post holder will not be expected to work extra hours on a regular basis he or she should be prepared to work flexibly to maintain a safe and effective service.
- Keep up to date with best practice in domiciliary care and apply this to the role.
- Maintain professional registration and ongoing personal development as appropriate.

Appointment will be subject to receipt of two satisfactory references (including one from a current or recent employer), a satisfactory DBS check and copies of qualifications. Further information can be obtained from Jenny Yarham (current post holder) on 029 20617009 or Mark Winston (Chair of Trustees) on 029 20914705.