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| Job Title: | Residential Care Manager |
| Reports To: | General Manager |

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| Job Summary: | You will be responsible for the delivery of residential care for all residents within the home directly managing the group of Care Supervisors. The RCM should act as an advocate for all residents, maintaining the best interest principle in all areas of the resident's wellbeing, but specifically in relation to Safeguarding, Mental Capacity and Deprivation of Liberties. |

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| Role Responsibilities: |
| * 1.Co-ordinate the resident assessment process, ensuring that the planned care day is accurate and reflected in the care needs summary, the resident is involved in identifying needs and preferences, and integration of all information into a person-centered care plan.
* 2.Visit potential residents in order to carry out an initial care needs assessment, developing the care needs summary and communicating this information to the CLM.
* 3.Support moves in process, ensuring the development of a person-centered care plan, availability of equipment in room etc. Dissemination of all relevant information to appropriate individuals prior to move in to ensure a safe, effective and positive resident experience.
* Transfer knowledge of CQC Regulation requirements and of the 5 Domains; Caring, Safe, Effective, Responsive and Well - Led, whilst working alongside teams on a day-to-day basis. Ensure all team members understand the requirement to create maintain and update evidence in respect of the 5 domains.
* Attend initial and updated mandatory training and management and supervisory training as required. Actively engage in supervision, one-to-one meetings and yearly reviews, ensuring personal professional knowledge and competency is maintained.
* Support effective Rota Management working closely with the Clinical Administrator and Care Services Manager to ensure adequate staffing numbers, skill mix etc. Driving and supporting an Agency Reduction Strategy where necessary.
* Working with the NCM to identify clinical competencies required to meet the needs of residents and ensure

appropriate training is provided to relevant members of staff to ensure that these needs are met.* Participate in the recruitment of Care staff through the process, ensuring that requirements are­ clearly understood on an ongoing basis and matters such as care needs and budget are considered.
* Actively support and implement effective Infection Control measures.
* Participate in and provide support to Steering Groups within our Structure such as Medication, Falls etc. In addition, create action plans to address improvements required in identified areas.
* Manage the process of ensuring that all equipment is stored in line with the manufacturer's instructions and is cleaned and stored appropriately after use. Ensure faults are being reported, with equipment taken out of action to promote resident safety. Contribute to the monthly auditing reviews of equipment.
* RCM has a duty of care to respond to and provide support for requests for help, including emergency calls, irrespective of the resident's care package status.
* Monitor response times in respect of both routine and emergency calls, and where these fall outside of the

organisation's accepted parameters, take action to address this as appropriate.* Monitor the reports on residents' daily progress, ensuring all observations and interventions are recorded on MCM. Take action where appropriate within an appropriate timescale having gathered the relevant information/evidence. Where the situation appears urgent take immediate action.

This is not intended as an exhaustive description of duties and responsibilities and may be amended following consultation with the jobholder. |

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| **Person Specification:** |
| **Experience**  | **Essential/Desirable**  | **Assessment**  |
| NVQ 4 in Care or equivalent. | E | Certificate |
| Two years' experience in long-term care or similar industry. | E | CV/Interview |
| Comprehensive understanding of CQC Fundamental Standards. | E | CV/Interview  |
| **Knowledge/Skills & Abilities** |  |  |
| Ability to prioritise workload and be able to work under pressure. | E | Interview |
| Good level of IT skills and knowledge  | E | Interview |
| Ability to demonstrate a positive and resilient approach to work  | E | Interview  |
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| Values – I am fully committed to being: * Caring
* Supportive
* Honest
* Respectful
* Accountable
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| Agreement: |
| **Employee Signature:** |  | **Date:** |  |
| **Manager Signature:**  |  | **Date:**  |  |