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| **Job Title:** | **General Manager** |
| **Reports To:** | **Regional Director / Operational Director** |

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| **Job Summary:** | To lead and inspire a team to deliver excellent person-centred quality care to residents in a safe, caring and stimulating environment, whilst meeting regulatory requirement, professional and statutory standards and business performance targets. |

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| **Role Responsibilities:** |
| * Responsible for ensuring the consistent delivery of high-quality care, person centred care and ensuring residents receive care based on best practice
* Responsible for the ongoing recruitment, retention, and development of staff within the Home.
* Ensure that records are completed stored and maintained in line with both regulation and company policy.
* Responsible for ensuring that resident receive excellent care through well trained, competent, compassionate, and committed staff.
* Lead on embedding an open culture that empowers staff to raise concerns and express their views freely.
* Responsible for ensuring the delivery of high standards of person-centred care and hotel services throughout the Home.
* Ensure all staffed are well trained and that their training and ongoing development is supported.
* Act as a focal point for contact with residents, their relatives, and visitors, as well as health and social care professionals involved in resident’s wellbeing, ensuring that any reasonable requests are acted upon, and concerns or complaints are promptly investigated and dealt with appropriately
* Monitor and maintain standards of care delivery for all staff through supervision and appraisal.
* Ensure compliance is adhered to for all of Avery daily, weekly, monthly reporting and recording systems.
* Ensuring safe staffing levels are reviewed and maintained in accordance with both occupancy and dependency
* Ensure costs are well managed and maintained within budgetary controls, by reviewing regularly and monitoring stock
* Responsible for maintaining budgeted occupancy with thin the home, maximise income by setting optimum achievable levels of private fees and premiums, as well as providing advice to potential residents on access to possible funding and funding agencies.
* Provide on-going inspirational leadership and management to the staff team.
* Take an active interest in your personal and professional development by, contributing to supervision and appraisal meetings, attending team meetings, training, and development days
* Ensure any concerns or complaints are promptly escalated to the Senior Team
* Lead on the marketing of the Home to existing and potential residents and relatives, health and social care professionals, developing links with other care providers to work together for the mutual benefit of those agencies and the Home.
* Provide a safe environment for residents, visitors, and staff, consistent with the Health and Social Care Act 2000, Health and Safety at Work Act 1974 and Safeguarding of Vulnerable Adults.
* Adhere to Company policies and procedure and ensure they are fully implemented to achieve Optimum Operational and Clinical performance.
* To participate in an on-call rota and weekend working as the service requires.
* Attend staff, relative and resident meetings and enable staff, residents, and relatives a forum to contribute effectively to the development of the home.

**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**  |
| 4 years’ experience working with the resident group and 3 years in a management position | E | CV, application from, references, interview  |
| Excellent leadership and management skills | E | References, interview process, intelligence  |
| Evidence of up to date training revalidation  | E | Active pin verification, training records, interview  |
| Knowledge of the Care Standards Act 2000 | E | Interview, current CQC report - Safe |
| Solid knowledge of the Key Lines of Enquiry  | E | Interview, current CQC report |
| Solid knowledge of Safeguarding and the MCA  | E | Interview, current CQC report |
| **Knowledge/Skills & Abilities** |  |  |
| Ability to communicate effectively verbally and in writing, body language and self-awareness.  | E | Interview, table top exercise (financial, complaint, risk prioritisation  |
| Competent in use of IT systems | E | Interview, table top exercise (financial, complaint, risk prioritisation) |
| Have a positive attitude to develop staff and enhance care of the residents | E | Interview, previous CQC report Well led  |
| Demonstrate a working knowledge of other legislation i.e Health and Safety, MCA, Safeguarding, LPS  | E | Interview, CQC report - Effective  |
| Display a commitment of self-development | E | Application form, CV, certificates of training  |
| Demonstrate compassion and commitment to the delivery of high-quality care to residents | E | Interview, CQC report - Caring |
| Able to be adaptive and flexible to cover a range of responsibilities at short notice | E | Interview, CQC report Responsive  |
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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:**  |  |