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| **Job Title:** | **Regional Support Manager** |
| **Reports To:** | **Regional Director** |

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| **Job Summary:** | In line with the ethos and philosophy of Avery Healthcare support the Regional Manager to manage a region/group of care homes to ensure achievement of performance targets together with optimum operational efficiency. Maintain positive relations with associated agencies and statutory bodies. You may be required at times to cover a home in the absence of a Home Manager |

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| **Role Responsibilities:** |
| * Provide focus and support in key homes, ensuring appropriate compliance to standards, reporting and service delivery.
* Support the homes with the transition process following any acquisitions made by Avery
* Identify problem areas and make recommendations to address these, in discussion/agreement with the Regional Manager.
* Interpret information in support of regional performance against quality indicators. Make suitable recommendations to the Regional Manager to address.
* Support Home Managers in achieving centres of excellence with CQC.
* Complete provider review and home visits in conjunction with the Regional Manager.
* Carry out investigations to complaints and safeguarding referrals.
* Carry out investigation as directed of any trends or patterns evident from quality indicators.
* Represent the region at meetings (internal and external) and project groups – as directed by the Regional Manager.
* Support the care homes with direct management delivery.
* Check that there is a varied recreation and leisure programme in place providing community involvement when visiting the homes. Report any failings to the Regional Manager.
* Recognise, praise and communicate good practice/performance.
* During home visits observe for issues relating to health and safety, COSHH, fire and infection control. Report any failings to the Regional Manager.

**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**  |
| 3 years experience in a home management role | E | CV/references |
| 5 years’ experience working with the client group | E | CV |
| Experience of supervising staff and staff development | E | CV/ references |
| **Knowledge/Skills & Abilities** |  |  |
| 1st level Registered Nurse (nursing home) with current NMC number | D | Application form/ NMC check |
| NVQ 5 or equivalent in Care for care homes | E | Current Certificate |
| Good general level of education ‘A’ level standard | E | CV/application form/certificates |
| Knowledge of the National Minimum Standards & CQC | E | Interview and references |
| Ability to communicate effectively verbally and in writing. Computer skills are essential. | E | Application form / 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:**  |  |