**JOB DESCRIPTION**

**JOB TITLE:** Client Manager

**REPORTS TO:** Quality Manager

**JOB PURPOSE:** The Client Manager is seen as an Advocate for the client and represents the brand, mission and values of Homecare. The Client Manager had a dedicated role to listen, acknowledge and address Client concerns regarding quality of care directly. They help Clients understand their rights and responsibilities and assist them in navigating the healthcare experience. The Client Manager will have a strong understanding of company data, trends and opportunities to make a positive impact on the Client experience. They are crucial in influencing the focus on creating a person-centred culture and to continuously promote the ICARE values at all times.

Key responsibilities of the role are:

**Client Monitoring**

* Management and ownership of the Client Quality Monitoring Process in accordance with Trust contracts and in line with the minimum standards.
* Ensure to invite Trust representatives to each client review and record their attendance.
* Ensure appropriate follow up from a client review seeking closure within an agreed timeframe in line with RQIA standards
* Utilize feedback to facilitate system improvements to better meet the Client’s needs.
* Attend meetings where necessary with Client and/or next of kin as well as the Trust to resolve identified issues
* Record and update details of review including any action plan and closure on Carefree with 2 working days

**Management of Client Quality Issues**

* Where a quality issue has been raised, liaise with the client/NOK to explain the process of how this will be addressed and resolved and advise of timeframes
* Ascertain the specific details of the quality issue/complaint
* Instigate the Quality Improvement Process and liaise with Community Manager/Office Manager who will delegate appropriately to ensure the matter is investigated with the staff involved.
* Report to the relevant person in the Trust
* Ensure Quality issue/complaint is completed within correct timeframe (Maximum of 10 workings days to resolve)
* Where necessary, ensure there is follow up and closure to any quality issue ensuring the Client’s satisfaction at all times.
* It is essential to ensure that the Client is kept informed throughout the process.

**Management of Safeguarding Issues (PVA)**

* Where a Safeguarding issue has been raised, follow the policy on Safeguarding Vulnerable Adults
* Ascertain the specific details of the Safeguarding issue
* Report to the designated officer in the Trust
* Complete a PVA form and send to the Designated Officer in the Trust
* Follow the direction of the Designated Officer
* Assist where necessary with investigation and closure
* Update Carefree accordingly
* Update Quality Manager and the appropriate senior management team on progress of safeguarding issue
* Ensure the wellbeing an safety of the Client at all times during this process

**Recording and Reporting**

* Complete KPI’s (Key Performance Indicators) and report to Quality Manager? at weekly meeting
* Be responsible for the completion of good quality computer and written records; in line with company policies and procedures, including accurate inputting of information onto the in-house management system –Carefree

**Commissioner**

To promote and develop Homecare by:

* On monthly basis, getting commissioner feedback on quality of service
* Attend scheduled and ad-hoc Client reviews with Trust personnel as requested and/or provide written report in advance of review
* Report, record and action all changes of Clients well-being and package of care
* Report, record and action all complaints and adverse incidents
* Promoting Homecare at all times and report on any potential new areas of business

**General Responsibilities**

Other duties:

* Refer Clients to appropriate services and resources
* Promote confidentiality, respect and dignity for all Clients at all times
* Provide information on the area to Communications Co-ordinator for the company newsletter
* Ensure safety of both Clients and care staff complies with policy by ensuring risk assessments and equipment is in place and serviced accordingly
* Promote effective communication

**Personal Development**

* Maintain professional knowledge and competence on both company policies and regulatory standards
* Attend training courses and updates as deemed necessary and in accordance with NISCC standards

**Special Conditions**

* This post requires the holder to be flexible as they may need to work early mornings and late evenings. The post holder will be required to work at weekends on a rotational basis to ensure service delivery 24 hours a day, 7 days a week
* To carry out other duties and responsibilities commensurate with the post and the needs of the organisation in order to develop and maintain service delivery
* The post requires the holder to have a clear disclosure check in accordance with Access NI / Garda Central Vetting Unit

This job description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list. Homecare reserves the right to amend this job description from time to time, according to business needs. Any changes will be confirmed in writing.