

## JOB DESCRIPTION

Job Title: Service Manager Domiciliary Care

Location: Field based primarily in Strabane area, supporting in Waterside, Cityside/Shantallow, and Limavady areas as required. Office base in Gortfoyle House, 104-108 Spencer Road, Derry~Londonderry, BT47 6AG. Flexibility for occasional travel and work across all Bryson Care sites in NI.

Reports To: Registered Manager Domiciliary Care

### Overall purpose of the job

To assist with the effective management and the delivery of the Bryson Care Domiciliary Care service in accordance with agreed aims and objectives, best practice principles and statutory and regulatory requirements.

### Specific Responsibilities

1. To assist with the management of the day to day operations of the service and deputise for the Registered Manager in their absence to meet the regulatory requirements of the Regulation and Quality Improvement Authority and the Northern Ireland Social Care Council.
2. To accept and process referrals based on the eligibility criteria for the service and allocate work to Care Workers.
3. To provide all relevant information to new service users and arrange initial visits to service user homes.
4. To contribute to the on-going assessment and review of need of each service user in conjunction with the service user, relevant professional and where appropriate the service user's family / carers and develop a person-centred care / support plan.
5. To manage the completion of risk assessments for and with service users.
6. To assist with the development and management of rotas and deploy staff efficiently and effectively to ensure that the service user receives the level of care and support appropriate to their individual needs.
7. To participate in the out of hours on-call support to Care Workers on a rota basis.
8. To work in partnership with statutory professionals and funding agencies and attend operational management meetings as and when required.
9. To implement Improvement Plans and ensure that a culture of continuous improvement in the delivery of the service is sustained.
10. To ensure compliance with all relevant care standards and maintain quality control systems.
11. To participate in the recruitment selection, induction, training, mentoring and coaching of staff.

12. To carry out effective supervision with staff and ensure that reviews of performance are completed.
13. To promote the development of effective teamwork by establishing good communication systems including regular team meetings.
14. To implement the organisation's performance management system to include individual and team discipline, target setting and work prioritisation
15. To adhere to and implement all Organisational Policies and Procedures to include all HR and Health & Safety Policies.
16. To maintain clear, accurate and timely written reports and records.
17. To actively participate in supervision and appraisal with Line Manager.
18. To undertake and participate positively in mandatory and appropriate training and take ownership for continuous professional development.
19. To assist in the management and monitoring of resources and expenditure within agreed budgets.
20. To maintain effective systems relating to the running of the service to include sending e-mails, reports and inputting data to a computerised system and completing computerised reports.
21. To work within the Vision, Mission & Values of the Organisation in all aspects of the work and be responsible for the demonstration of these in the course of daily work.
22. To undertake any reasonable area of work as required by the Registered Manager in line with the job responsibilities.

### Terms and Conditions

Length of Contract:	Permanent
Salary:	£20,402 per annum plus an on-call allowance.
Hours:	35
Work Pattern:	To include days, evenings and weekends.
Probationary Period:	6 months
Notice:	4 weeks

## PERSON SPECIFICATION

### Service Manager Domiciliary Care

Criteria		Essential	Desirable	Shortlisting
<b>Experience</b>	Minimum of 3 years paid experience of supporting older people in a domiciliary/ social care setting	√		√
	Minimum one year's experience of managing / supervising staff	√		√
<b>Qualifications / Education / Knowledge</b>	QCF Level 2/3 Health and Social Care		√	
<b>Skills &amp; Aptitudes</b>	Excellent communication skills both verbal and written	√		
	Excellent planning and organisational skills	√		
	Ability to work under pressure and meet tight deadlines	√		
	Ability to work as part of a team	√		
	Excellent problem solving skills	√		
	High level of ICT skills	√		
<b>Personal Qualities</b>	Flexible approach to working hours	√		
<b>Circumstances</b>	Full driving licence and access to a car	√		√
	Ability to provide on-call support to Care Workers outside of office hours	√		
<b>Vision, Mission &amp; Values</b>	Candidate must be able to respect the vision and mission and work within the value of Bryson Care	√		

