

# Catholic Care Job Description

## 1. JOB PROFILE

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| <b>Post</b>         | <b>Senior Manager for Older People's Services</b> |
| <b>Term of post</b> | <b>Permanent</b>                                  |
| <b>Salary</b>       | <b>SP38 to SP41 (£40,760 to £43,662)</b>          |
| <b>Hours</b>        | <b>Full Time</b>                                  |
| <b>Line Manager</b> | <b>Head of Adult Care</b>                         |
| <b>Approved</b>     | <b>September 2020</b>                             |

## 2. PURPOSE OF THE POST

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To provide overall management of the Charity's services for Older People including leading a team of Registered Managers in the delivery of high quality and excellent person centered services in a variety of environments for the older adults in our care.

To work with the Head of Adult Care in the development and delivery of new service areas for older people including community outreach and extra care.

To be visionary and to work with the Head of Adult Care and the Director in developing ongoing business plans and promotion of services to ensure the development of the services and their future sustainability.

To be part of and actively contribute to the Senior Management Team.

## 3. KEY RESPONSIBILITIES

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1. To ensure the delivery of high-quality professional standards in the services in line with CQC regulations.
2. To recruit new teams of staff for new service areas.
3. To work towards and then to ensure the operation of stable teams and to manage future succession planning through recruitment, induction, learning and professional development and retention of staff. To actively apply talent management by identifying, working with the Registered Managers, those members of staff with the values and behaviors consistent with the Charity and to develop their potential.
4. To provide day to day management of the registered managers working in the service covering:
  - a) Extra Care Schemes
  - b) Community Outreach
5. To provide additional cover in the services for older people in the absence of the Registered Manager and to undertake the weekend On Call in exceptional circumstances.
6. Working with the Registered Managers and with support from the Finance Team manage the finance budgets for each element of the service.

7. To have responsibility for assessing care needs and setting staffing levels to meet the needs and fit with contract.
8. To manage the quality assurance of the services through a process of feedback, monitoring and evaluation:
  - a) To undertake quality assurance audits for each service area.
  - b) As part of the quality assurance audits, review individual care/support arrangements and attend at random reviews of service users to ensure best services are being provided.
  - c) To develop the services to aim to achieve CQC outstanding ratings.
9. To undertake supervision and annual appraisal to Registered Managers and to provide them with support generally.
10. To assist in the recruitment Registered Managers and Seniors
11. To ensure the continued professional development of the services by identifying ongoing training needs in line with best practice, the latest topics and the values and ethos of Catholic Care.
12. To contribute to an annual learning and development plan for the services for Older People which will feed into the Charity's annual plan.
13. To implement new initiatives to services.
14. To develop good working relationships with key colleagues in Local Authorities to facilitate good partnership. To assist in the negotiation of Service Agreements.
15. To network and market the service as an ambassador of Catholic Care.
16. To manage the diocesan retired clergy.
17. To liaise with the volunteer manager and the manager of the older people's community groups.
18. To promote safeguarding at all times.
19. To undertake any other duties commensurate to the post, according to the needs of Catholic Care.

## **5. ADDITIONAL DUTIES**

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It is the nature of the work of Catholic Care that tasks and responsibilities are, in many circumstances, unpredictable and varied. Each staff member is, therefore, expected to work in a flexible way when the occasion arises, when tasks not specifically covered in their job description have to be undertaken. Such additional duties would normally be to cover unforeseen circumstances or changes in work and would normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

## **6. CONFIDENTIALITY**

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The information Govers Standard outline how employees must deal with personal information about employees, service users, corporate and financial information. It is a requirement that all Catholic Care employees and volunteers, in the course of their work, treat such personal data confidentially and comply with Catholic Care's Confidentiality Policy. A failure to comply with this may result in disciplinary action. This obligation will continue indefinitely, even after termination of employment. All approaches by the media and other third parties must be referred to the Director.

## **7. VALUES AND PRACTICE PRINCIPLES**

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The person who holds this position is expected to be familiar with and have regard to the Values of Catholic Care and work within that framework. He or she must be prepared to operate within the ethos of the Charity and ensure that people of all denominations and faiths have their spiritual needs respected.

## **8. QUALIFICATIONS AND EXPERIENCE**

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The person appointed to this position will satisfy the criteria identified in the Person Specification.

## **9. SAFEGUARDING**

Catholic Care acknowledges the responsibility to safeguard and promote the welfare of children and adults at risk regardless of gender, ethnicity, disability, sexuality or beliefs. We are committed to ensuring safeguarding practice reflects statutory responsibility, government guidance and complies with best practice. It is therefore the duty of all employees, trustees and volunteers to adhere to this policy commitment.

*All posts will be offered subject to satisfactory references and DBS Enhanced Disclosure being obtained.*

**Post:** **Older People's Services Senior Manager**

**Base:** **Older People's Services**

| <b>Qualifications</b>   | <b>Essential</b> | <b>Desirable</b> |
|---|------------------|------------------|
| Degree or Professional qualification e.g. Diploma Level 4 or 5  | ✓                |                  |
| Management qualification or recognised management training  |                  | ✓                |
| Leadership qualification or recognised leadership training  |                  | ✓                |
| Specialist qualification in work with older people  | ✓                |                  |
| Full Driving Licence  | ✓                |                  |
| <b>Experience</b>   |                  |                  |
| More than 5 years Post Qualifying experience in a service delivering care and support to older people   | ✓                |                  |
| Work in a voluntary organisation  |                  | ✓                |
| Working in a CQC regulated setting  | ✓                |                  |
| Working as part of an adult mental health service   |                  | ✓                |
| Workforce Development/Performance Management  | ✓                |                  |
| Providing leadership in a social care setting   | ✓                |                  |
| Management/Supervisory experience   | ✓                |                  |
| Developing and implementing new services  | ✓                |                  |
| Working with Local Authorities and other partners in a people facing role   | ✓                |                  |
| Understanding service users - journeys, experience and behaviours   | ✓                |                  |
| <b>Skills</b>   |                  |                  |
| Ability to manage a staff team  | ✓                |                  |
| Ability to communicate effectively – in both written and verbal forms   | ✓                |                  |
| Ability to communicate with families and make them feel involved  | ✓                |                  |
| Ability to build and manage complex relationships with service users and other stakeholders   | ✓                |                  |
| Ability to manage a high workload   | ✓                |                  |
| Ability to work independently and effectively as part of a team   | ✓                |                  |
| Ability to use own initiative   | ✓                |                  |
| Ability to evaluate and review service delivery against targets and take appropriate action on the delivery of services   | ✓                |                  |
| Ability to respond innovatively to new areas of need  | ✓                |                  |
| Ability to undertake research and sharing knowledge with colleagues   | ✓                |                  |
| Ability to provide advice and consultancy   | ✓                |                  |
| Ability to find solutions to problems quickly and monitor the quality and effectiveness of the Team   | ✓                |                  |
| Ability to oversee the management of training – planning, delivery and evaluating   | ✓                |                  |
| Ability to motivate a staff team  | ✓                |                  |
| <b>Knowledge of:</b>  |                  |                  |
| CQC Regulations   | ✓                |                  |
| Safeguarding Policies and Procedures  | ✓                |                  |
| Equal Opportunities   | ✓                |                  |
| Behaviour management models   |                  | ✓                |
| End of Life Care  | ✓                |                  |
| Different models of care and support for older people including: <ul style="list-style-type: none"> <li>• Community Outreach</li> <li>• Extra Care Schemes</li> </ul> | ✓                |                  |
| Issues affecting the lives of older people  | ✓                |                  |

| <b>Attitude</b>   |   |  |
|---|---|--|
| Passionate about achieving the best lives for older people            | ✓ |  |
| Willingness to work flexibly in response to the needs of the services | ✓ |  |
| Outgoing, seeks out the key relationships                             | ✓ |  |
| Willingness to work independently and effectively as part of a team   | ✓ |  |
| Responds innovatively to new ideas and approaches                     | ✓ |  |
| Commitment to the mission and ethos and values of Catholic Care       | ✓ |  |
| Commitment to personal training and development                       | ✓ |  |
| Demonstrate a 'can do' attitude                                       | ✓ |  |

Oct 2020