



| Job Description & Specification |
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| Care Manager |

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| Office Base | Willowbrook Homecare, Office 3, Jubilee House, East Beach, Lytham St Annes, Lancashire FY8 5FT. |
| Reporting to: | Registered Manager |
| Accountable to: | General Manager/Managing Director |
| Responsible for: | Field Care Supervisors/Care Coordinators/Care Team |

| Job Purpose |
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| <p>As a motivated and values-driven Care Manager, you will support the Registered Manager to ensure the efficient and compliant operation of our domiciliary care service across the Fylde and Wyre area. You will support the Registered Manager to lead and manage care delivery to provide high-quality, person-centred care services to clients in their own homes.</p> <p>You will support the branch Registered Manager, Care Coordinators and the care team to ensure the operations of the care service is in line with Willowbrook’s operational procedures, CQC and contract requirements.</p> <p>Willowbrook (Hyndburn) Ltd is an ambitious, forward-thinking company, and you will be committed to developing and enhancing the innovative services we provide through your drive and ambition.</p> <p><i>NB. This job description may be subject to change in line with the needs of the business.</i></p> |
| Duties & Responsibilities |
| <ol style="list-style-type: none"> 1. Be accountable to the Registered Manager for the smooth running of the domiciliary care service. 2. Manage enquiries to the service, working with the Registered Manager to organise initial visits and assessments. 3. Conduct risk assessments and care plans and care plan reviews to ensure the delivery of safe, appropriate, and high-quality care. 4. Monitor service delivery and take action to address any issues. 5. Manage care rotas to ensure sufficient staffing levels for service continuity. 6. Ensure that rostering is carried out efficiently, enabling the Carers to spend the allocated time with each Client and allow for travel time. 7. Ensure enquiries are recorded as per procedures with sufficient detail. 8. Ensure any changes to Client’s or Carer’s needs and availability is communicated to all relevant parties quickly and effectively. Ensure all changes are recorded as per procedures. 9. Ensure changes to care packages and new care packages are reported to the Finance Department as per procedure. |

10. Reconcile information on systems daily to ensure any issues are addressed promptly to avoid issues for Finance Department.
11. Ensure the appropriate paperwork and information is received by the referring Authority as per the Authority's service specification and to ensure that the Finance Department receive information required to ensure the accuracy of invoicing and reporting.
12. Monitor staff capacity and report any needs, gaps in rotas, risks and concerns to the Registered Manager.
13. Ensure records of all new Clients are on the rota system as they are received.
14. Ensure the most suitable Carer is identified to each package.
15. Support with compiling the on-call rota for the branch 2 weeks in advance of each quarter to ensure sufficient out-of-hours cover.
16. Record information in relation to Carer Hours, Holidays and Absence and ensure any changes are sent to the Finance Department/Payroll in line with procedures.
17. Escalate issues with DBS checks to the Registered Manager who will undertake a Risk Assessment.
18. Conduct supervisions and appraisals as required in line with Willowbrook's procedures.
19. To regularly monitor staff welfare to identify and address any potential issues and seek resolution to prevent escalation.
20. Conduct training, mentoring and coaching of staff and competency assessments as required.
21. Report any concerns or complaints made about the service to the Registered Manager.
22. Support the Registered Manager with disciplinary, grievances, complaints and concerns as required.
23. Support the Registered Manager in managing staff absence in line with Willowbrook's absence management procedures, liaising with the Finance Manager as required.
24. Review staff holiday requests and authorise in line with policy, ensuring sufficient rota cover.
25. Escalate safeguarding matters to the Registered Manager and raise safeguarding alerts as required through the relevant portal to Lancashire County Council as required.
26. Advise the Registered Manager, General Manager and Managing Director of complaints and safeguarding matters.
27. To provide a general daily overview of operations to the Registered Manager to include issues, challenges.
28. Ensure compliance with Willowbrook's safeguarding Policies and Procedures and those of the relevant Council or Authority.
29. Ensure effective communication with staff with regard to services required over bank holidays and festive periods.
30. To hold monthly team meetings, ensure notes and actions of meetings are recorded.

General Responsibilities

1. Ensure at all times that any information of a confidential nature regarding clients, employees and any other affairs relating to Willowbrook (Hyndburn) Ltd is adhered to at all times.
2. Attendance at all relevant Company meetings/events to maintain an understanding of the Willowbrook's objectives.
3. Maintain continuous professional development, including mandatory training, best practice learning and specialist training courses relevant to the role.
4. Always treat clients, visitors and fellow employees with dignity and respect.

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| <ol style="list-style-type: none"> 5. Deal with client and employee issues promptly, ensuring that senior managers are informed at all times. 6. Report any concerns to senior managers as and when they arise. 7. Communicate in a professional and constructive manner. 8. Demonstrate care, compassion and respect for others. 9. To work as a team and have a flexible approach. 10. To maintain a good understanding of Willowbrook's policies and procedures. 11. To maintain a good working knowledge of contract service specification requirements. 12. To maintain a good understanding of Health & safety requirements. 13. To ensure a full understanding of and the ability to implement Safeguarding Vulnerable Adults procedures (Willowbrook, Authority and Council). 14. Participate in local networking events and forums to build partnerships. |
| Appearance |
| <ol style="list-style-type: none"> 1. Ensure a clean and smart appearance at all times during working hours. 2. Wear sensible shoes, not trainers that are against company policy. 3. Display a Willowbrook identity badge at all times when representing and/or working in the service. 4. Ensure Care Coordinators, Supervisors, and the Care team adhere to company uniform policy and address any issues accordingly. |

| Person Specification | | |
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| | Essential | Desirable |
| To be passionate about person-centred care planning and an outcome-driven service | √ | |
| To hold Level 3 Diploma in Health and Social Care or equivalent | √ | |
| To hold 3 years' experience of working as a Care Coordinator or Supervisor in Domiciliary Care | √ | |
| To hold 3 years' experience of training, coaching and mentoring staff | √ | |
| To have experience of using rostering/scheduling systems | √ | |
| To have a good working knowledge of Council contracts for service | | √ |
| Willingness to participate in an on-call system for out-of-office hours | √ | |
| Ability to prioritise, with excellent organisational and planning skills | √ | |
| Ability to work under pressure and remain calm and professional at all times | √ | |
| Excellent interpersonal and communication skills | √ | |
| Maintain continuous professional development | √ | |

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| To have good computer skills including proficient use of MS Office, the ability to produce reports and good computer systems knowledge | √ | |
| To have full UK driving licence and access to a vehicle | √ | |

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| Declaration: | | | |
| I have read, understood and agree to abide by the above job specification and all the relevant Codes of Practice, policies and procedures in the execution of my duties. | | | |
| Employee Signature | | Line Manager Signature | |
| Print Name | | Print Name | |
| Date | | Date | |