

Care and Support Manager

Identifying Facts

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| Current Job Title: | Care and Support Manager |
| Service Sector: | Care Services |
| Organisational Relationships: | Service Manager |
| Line Manages: | Team Leaders |
| Qualification Requirement: | SVQ4 |

Job Purpose:

To provide direct assistance to the Service Manager in the day to day operation of the Service.

Major Tasks

1. Provide Management support and direction to Team Leaders and/or Staff in their delivery of Care and Support to our customers.
2. Support the Service Manager, Team Leaders and staff in meeting the requirements of organisational policy and procedure.
3. Meet Regulatory Requirements (e.g. Care Inspectorate, SSSC)
4. Identify, quantify and direct Customer requirements through their individualised budgets and costed Support Plans.
5. Undertake and complete Investigations and Risk Assessments
6. Manage Budgetary and Financial Controls, including SDS, ILF and Personalised Budgets and Care Plans that result thereof.
7. Service Promotion and Development

Main Activities

- 1. Provide Management support and direction to Team Leaders and/or staff in their delivery of Care and Support to all customers**
 - 1.1. The Care and Support Manager will be responsible for ensuring the day to day quality and delivery of the care and support to all customers supported by the Service.
 - 1.2. Monitor, Mentor and Support Team Leaders in fulfilling their responsibilities which include ensuring that adequate levels of trained staff are deployed on a shift by shift basis to meet customers' needs and that appropriate checks are in place to evidence this.
 - 1.3. Ensure effective communication across the individual staff teams that Team Leaders are responsible for. This would include communications with Customers, Families, Carers other Providers, and/or Health and Social Work.
 - 1.4. Liaise with the Service Manager on a daily basis to agree actions required or to highlight issues which could have an impact on the quality of the service in the immediate, short, medium or long term.

2. Support the Service Manager, Team Leaders and staff in meeting the requirements of organisational policy and procedure.

- 2.1. Identify the required staffing for the Service taking into account the needs and requirements of the customers and any contractual or regulatory requirements. Recruit staff within authorised establishment or seek permission to vary establishment.
- 2.2. With Team Leaders discuss staff rotas, checking that the staff deployed are adequately trained to deliver care and support to customers, as outlined in the costed Care Plan. Review each month the working hours and times of staff to avoid staff working excessive hours.
- 2.3. With Team Leaders discuss whether Training needs are being met (including specialist training and VQ) and make suitable provisions for that need to be met using the most appropriate means e.g. Referrals to the NHS, or Training provided by the Manufacturers themselves, on use of equipment.
- 2.4. Provide advice and guidance to Team Leaders in the running of the Service in accordance with Capability Scotland's policies and procedures. Develop Team Leaders' skills through inclusion in a range of developmental activities.
- 2.5. Conduct regular Management Support Meetings (121), and where necessary Performance Reviews with Team Leaders and Staff. Addressing any concerns regarding staff performance, conduct or attendance.
- 2.6. Conduct formal absence, disciplinary and grievance hearings and issue sanctions up to and including dismissal. Will inform SSSC of any staff dismissals or misconduct.
- 2.7. Will ensure that the care and support delivered complies with Capability Scotland policies and procedures including but not restricted to those that apply to deliver of care and support.
- 2.8. Will ensure that there is effective record keeping, care management recording, assessment, re-assessment and referral to appropriate others.
- 2.9. Will review that Team Leaders have ensured staff are registered within the timescales required to meet the requirements of the SSSC.

3. Meet Regulatory Requirements (e.g. Care Inspectorate, SSSC)

- 3.1. Assist in the operation of the service in accordance with Care Inspectorate requirements by meeting regularly with the Care Inspectorate to be familiarized with those requirements and address any concerns. Ensure that own knowledge of Legislation and Care Inspectorate Requirements regarding Adult and Child protection is current and accurate.
- 3.2. Complete relevant e-notifications or online documentation via the Care Inspectorate website needed for Care Inspections. Facilitating Care Inspections by making available any evidence to substantiate notifications such as Care Plans, Risk Assessments or Activity Logs.

4. Identify, quantify and direct Customer requirements through their individualised budgets and costed Support Plans.

- 4.1. Manage with the Service Manager the referral process by meeting with Social Work and the Local Authority to assess if the Service can meet the requirements of a potential Customer, this would involve taking into consideration the skillset of the Support Staff and the individual requirements of the Customer.
- 4.2. Meet regularly with Team Leaders to discuss the support plan in place for Customers, creating, implementing and reviewing various Risk Assessments and taking into consideration any changing needs of the Customer.
- 4.3. Check that the Customer Budgeted Care Plan is being effectively managed and protected in accordance with the agreed Budget set by the Local Authority by directly or indirectly reviewing the associated records.
- 4.4. Maintain open lines of communication with Customers and Family by encouraging informal dialogue, so that they feel comfortable to discuss any issues or concerns.
- 4.5. Chair meetings, between Team Leaders and Customers/ Family/ Social Work, where the key areas to be addressed may be concerns for the Customers health, safety concerns, any inability to deliver the service that the Customers require.

5. Undertake Investigations and Risk Assessments

- 5.1. Will review and authorise Risk Assessments for Customers prepared by Support Staff looking to see that the correct risks are identified; appropriate control measures are in place and highlight areas that need further clarity or amendment. Communicate to staff any necessary actions.
- 5.2. Will investigate issues formally or informally upon request or on own volition to identify the root cause of an apparent concern (including complaints), will consider what action can and should be taken and implement changes to address these. May refer to Service Manager in complex circumstances or where organisational changes are required.

6. Manage Budgetary and Financial Controls, including SDS, ILF and Personalised Budgets and Care Plans that result thereof.

- 6.1. Review the monthly Customer Billing against invoices for the Customer's activities and notifying any discrepancies. Work with the Local Authority in completing a Guided Self Assessment (GSA), Costed Support Plan and revising these as and when customer requirements change.
- 6.2. Maintain and review on monthly basis spend and income customer finance checks.
- 6.3. Authorise and sign off on requests for petty cash, as well as, Purchase Orders up to £1000, ensuring relevant policies and procedure are followed.

7. Service Promotion and Development

7.1. Promote the service to Customers, Families, Social Work and within the local community to encourage new customer referrals.

7.2. Explore and review with customers would they want from the service, how their needs would change and how the service could deliver this.

8. This role may also include:

8.1. Prescribed duties and responsibilities of the Service Manager delegated down to the Care and Support Manager.

8.2. Deputise in the absence of the Service Manager

Applicable for all roles:

To undertake any other duties related to the responsibilities of the post and which may be delegated by Capability Scotland management.

Agreement

Job holder: _____

Name: _____

Date: _____

Management Representative: _____

Name (Line Manager): _____

Date: _____

Trade Union Representative: _____

Name: _____

Date: _____