

## Job Description

### Duty Manager

Accountable to: Deputy Manager/ Registered Manager

#### Responsible for:

To share with other staff in meeting the personal care and social needs of Service Users in a way that values dignity and promotes choice, respect, participation and independence.

Below is an outline of your duties that you will be responsible for, these are not however exhaustive and there may be other comparable duties as directed by the management team. Working in a community may require you to work at alternative sites from time to time.

#### Responsibilities:

- Under the guidance of the Registered and Deputy Manger, to take specific responsibility of the team
- To establish and maintain effective communication and working relationships with colleagues and staff members to ensure effective service delivery is maintained
- To undertake spot checks and assess staff to ensure competent in accordance with nationally agreed standards
- To co-ordinate and supervise staff on each shift to ensure effective communication and high standards of care are delivered
- To lead allocated staff development, supervisions and appraisals and identify any training needs
- To plan, organise and lead team meetings for staff if required
- To participate in the recruitment, selection and induction of staff

- To ensure compliance with the companies policies and procedures
- To establish a caring environment for Service Users through maintaining high standards of professional practice to promote dignity, respect, choice and self esteem for each individuality
- To contribute and participate in the effective investigation of complaints
- To assist Service Users with their personal care needs, including assistance with dressing, undressing, washing, bathing, toileting, cleaning teeth, nail care, shaving, hair care and all other personal care tasks stated in the care plan.
- To ensure that all care needs delivery meets the outcomes within the service User's individual care plans and contribute to the review process
- To help Service Users with mobility problems and other physical needs including continence and assistance with the use and care of aids/ adaptations and equipment
- To care for Service Users that are temporally sick and require support with various non nursing needs
- To help and care for Service Users whom have a terminal illness
- To help in the promotion of physical and emotional stimulus for Service Users through positive interaction by giving encouragement to engage in the homes activity schedule
- To undertake housekeeping and food preparation when required
- To support and promote good standards of health and hygiene, social skills and independence
- To communicate effectively with Service Users, using methods of communicating that they choose and which promotes their uniqueness and individuality
- To complete accurate and precise documentation
- To act as a key worker for identified Service Users, completing and keeping up to date with their care packages
- To administer medication if necessary and/ or deemed appropriate. (Only to be done after completing mandatory medication training and signed off by one of the management team)
- To work flexibly to meet the needs of the service, including participation in the companies and staffing of out of hours duty system within the management team

## Training

- To use in practice and adhere to the companies Training, development and qualification Policy
- To take responsibility for all care workers training and learning development.
- To make sure all staff have been set and completed on target and if not

- To encourage and find appropriate training for individuals
- To attend all training provided to you when requested
- To attend all staff meetings when requested

## The Gold Standard Framework

- To be one of the GSF nominated leads
- To lead and be responsible for the implementation of the GSF programme within the home
- To cascade the learning from workshops to others in the home
- To attend all the workshops within the programme
- Arrange and lead GSF coding meetings monthly, minute and complete all documents for these
- To keep up to date with the portfolio

## Health and Safety

- Report any health and safety concerns to the duty manager, protecting the welfare of all visitors, staff and residents of the Care Community at all times including taking equipment out of action and placing notices on effected equipment
- To keep yourself and the other people in the community safe
- Maintain building security as instructed

Duty Manager



Key worker for:

Studio Four  
Studio Five  
Studio Six (Double)



Mentor and Supervisor for:

HCA One  
HCA Two

NHCA One  
NHCA Two

(These may change due to staff occupancy)