

<b>Job title</b>	<b>Service Manager</b>
<b>Location</b>	Dundee and surrounding areas
<b>Responsible to</b>	Managing Director
<b>Responsible for</b>	All designated TayCare at Home staff
<b>Hours of work</b>	40 per week (1FTE)
<b>Holiday entitlement</b>	30 days (pro rata), no fixed dates, rising by 1 day per year of service to a maximum of 35 days

## **JOB PURPOSE**

TayCare aims to provide quality care and support services to older people in their own homes, in ways they prefer and are comfortable with.

The services you provide on behalf of TayCare will help older people stay independent as much and as long as possible, ensuring that they feel respected and cared for. Our services will also benefit any family or other carers working to help older people stay in their homes.

You will also help TayCare to encourage all clients and their families or other carers to become actively involved in helping to shape the current and future services provided to them and others.

## **MAIN DUTIES**

**You will help TayCare:**

### **1. ensure our clients get what they need, in the way that they want, by:**

- 1.1 Having responsibility for overall day-to-day service provision
- 1.2 Ensuring the highest quality of care possible is delivered at all times
- 1.3 Considering and addressing any significant change in the health, welfare, capabilities or support system of each client
- 1.4 Ensuring all policies and procedures are fit for purpose and adhered to
- 1.5 Protecting and safeguarding all vulnerable adults and children who TayCare become involved with or are aware of, in accordance with legal, regulatory and local reporting arrangements, ensuring you identify, report and address any relevant issues appropriately

- 1.6 Considering and addressing any concerns regarding the conduct or capability of a TayCare Director or employee or of a service partner
- 1.7 Ensuring TayCare works in partnership with other health and social care partners, including families and informal carers, to ensure the best possible overall, integrated care package for all TayCare clients
- 1.8 Ensuring the maintenance of accurate and complete records as required, addressing any identified errors/omissions appropriately
- 1.9 Developing and overseeing designated key worker system for all clients
- 1.10 Ensuring all care and support services and planning are personalised to each client
- 1.11 Ensuring the safe and correct administration of medication as specified in the client's MyPLAN, developing and maintaining appropriate policies and procedures at all times, and ensuring staff receive appropriate training and authorisation
- 1.12 Undertaking appropriate and comprehensive care assessments and reviews, on a regular basis
- 1.13 Managing and processing enquiries from potential clients
- 1.14 Liaising directly with any block contract commissioners, potential or current

**2. provide a reliable service, by:**

- 2.1 Informing TayCare immediately of any change in your contact, qualifications or convictions details
- 2.2 Making yourself available for work as required by the business and service provision
- 2.3 Developing and maintaining such staff cover arrangements as are necessary to ensure a consistent, high quality service to all clients, including undertaking any direct care and support provision required
- 2.4 Planning, allocating and evaluating the workload of all staff, on a continual basis
- 2.5 Managing a shared Duty Coordinator function, to ensure continuity of service
- 2.6 Undertaking any reasonable duties required by the Managing Director to ensure the efficient and effective running of TayCare
- 2.7 Deputising in the absence of the Director, where appropriate and agreed with the Managing Director

**3. focus on the needs and wishes of clients at all times, by:**

- 3.1 Encouraging all clients and their families/advocates to participate in services and decisions
- 3.2 Proactively seeking and responding to views of stakeholders on the services provided and staff involved, with particular emphasis on views of clients and their family/advocates and TayCare staff
- 3.3 Ensuring equality and diversity are respected, with due sensitivity to each individual's circumstances and beliefs
- 3.4 Challenging any activities, plans, acts, omissions or systems that you believe do not represent the stated values, aims and objectives of TayCare, whichever area, sector or level these originate from
- 3.5 Developing all systems and procedures to contribute to the achievement of agreed outcomes

**4. maintain positive partnerships with clients, their families and/or advocates, by:**

- 4.1 Creating a working atmosphere/ethos/culture that supports the values, aims and objectives of TayCare
- 4.2 Ensuring that at all times you maintain the confidentiality of clients, your colleagues and of TayCare (except where there is risk of harm to a vulnerable person or other lawful need for disclosure)

- 4.3 Ensuring appropriate confidentiality is adhered to by all staff and management, at all times
- 4.4 Promoting and supporting relationships of trust and respect between clients and their carers
- 4.5 Considering, investigating and addressing appropriately any feedback received
- 4.6 Monitoring and evaluating feedback to ensure that the organisation learns from any expressed dissatisfaction or suggestions for improvement
- 4.7 Acting in accordance with, and promoting, the ethos and values of TayCare at all times
- 4.8 Effectively communicating with clients, their families and with care partners
- 4.9 Observing, and ensuring others observe, the principles of dignity, privacy, autonomy and choice, security and safety, realising potential, equality and diversity and social and civic participation, as expressed in the National Care Standards and by the Equality and Human Rights Commission.

**5. engage in our communities and our sector, by:**

- 5.1 Building and strengthening the reputation of TayCare as the provider of choice for quality homecare, in each and every action, communication and liaison
- 5.2 Developing and maintaining excellent relationships with all stakeholders, including the wider local community
- 5.3 Positively engaging with people and events in your localities
- 5.4 Actively marketing the services of TayCare and promoting a positive personal/professional profile within the local community, ensuring the good reputation of TayCare at all times
- 5.5 Helping position TayCare to positively contribute to care developments and the development of good practice within the sector
- 5.6 Displaying conduct and behaviour that reflects personal integrity and the values of TayCare at all times
- 5.7 Co-ordinating, developing and contributing to fundraising efforts on behalf of TayCare's client group
- 5.8 Promoting the services and values of TayCare whenever possible
- 5.9 Researching and developing a volunteering scheme, as agreed with the Managing Director
- 5.10 Ensuring that environmental concerns are given due consideration in all TayCare's actions

**6. manage our services efficiently, effectively and responsively, by:**

- 6.1 Being the Registered Manager for the purposes of the Care Inspectorate and the Scottish Social Services Council
- 6.2 Ensuring compliance with all legislative and regulative requirements, at all times
- 6.3 Having day-to-day responsibility for health & safety and managing risk within TayCare
- 6.4 Acting as the Infection Prevention & Control Lead for TayCare
- 6.5 Having responsibility for all human resource functions and framework, including payroll, supported by specialist advice when required, as agreed with the Managing Director
- 6.6 Managing regular staff and other stakeholder surveys, analysing and acting appropriately on findings
- 6.7 Ensuring robust quality assurance systems are in place and adhered to, including the monitoring and auditing of the delivery and review of care packages, on a regular basis
- 6.8 Developing, supporting, promoting and inspiring service development and continuous improvement

- 6.9 Managing, co-ordinating and performing all TayCare duties relating to regulatory activities
- 6.10 Managing, co-ordinating and performing appraisals of all TayCare staff
- 6.11 Ensuring integrity, accuracy and security of all data used and stored by TayCare
- 6.12 Reviewing new publications, government documents and professional guidance as it appears, considering its relevance to the work of TayCare, and where necessary instituting appropriate changes in working practice, instructions to staff and staff training
- 6.13 Assisting in the development and implementation of strategic and business planning

**7. use our time and money well, so we can ensure fair costs for clients, by:**

- 7.1 Ensuring the efficient use of all TayCare resources, including the skills, knowledge and experience of staff
- 7.2 Ensuring optimum allocation of work, to meet multiple priorities
- 7.3 Supporting and encouraging business growth
- 7.4 Ensuring the service reaches key performance indicator targets, as agreed with the Managing Director
- 7.5 Maintaining positive control of finances to keep costs to clients at an acceptable level, including minimising the turnover of staff and actively sourcing best value
- 7.6 Ensuring any expansion of TayCare's business operations is well planned and resourced

**8. support, encourage and develop our staff to deliver the highest possible standards of quality, by:**

- 8.1 Providing effective leadership to all staff
- 8.2 Supporting staff to perform their roles to the best of their ability
- 8.3 Contributing to the innovation, ideas and learning programme of TayCare
- 8.4 Identifying and promoting good practice
- 8.5 Undertaking any learning and development required to effectively discharge the duties of your post, or as required by the Managing Director
- 8.6 Maintaining the required professional registration, including the appropriate completion of CPD activities, as agreed with the Director
- 8.7 Ensuring appropriate staff and management maintain their professional registrations within the guidelines of the appropriate registering body
- 8.8 Ensuring all TayCare staff receive opportunities for learning and development appropriate to their role and capabilities, through identifying, sourcing, arranging, delivering and evaluating resources, including training, as appropriate, to develop and maintain a confident and capable workforce
- 8.9 Managing, co-ordinating and providing practice development supervision, on a continual basis, as and when required by individual members of staff, and more formally on a regular basis
- 8.10 Promoting the aim, vision and goals of TayCare, encouraging full engagement by the staff group
- 8.11 Ensuring that successes and contributions are recognised

This statement of duties is indicative of the nature and level of responsibility of the post, but is not exhaustive. To enable TayCare to fulfil its duties and functions in relation to both clients and staff the job holder will be expected to undertake any other duty that they are reasonably requested to, providing that they are competent to do so.

*This job description was authorised in June 2013 and will be reviewed regularly as part of individual and organisational development and performance review, and may be subject to variation.*

The above Job Description is accepted as a framework of the job holder's duties with TayCare at Home Limited:

JOB HOLDER

*PRINT NAME*

*SIGN*

*DATE*

MANAGER

*PRINT NAME*

*SIGN*

*DATE*