



JOB DESCRIPTION

Title of Post: Area Manager – Domiciliary Care

Salary: Salary is equivalent to a Band 5

Reports to: Registered Manager

Accountable to: Head of Health and Social Care

M Care NI is a registered domiciliary care agency located at Knockbreda House, 414 Ormeau Road, Belfast, BT7 3HY. M Care NI also operates a sub office at Sketrick House, Ards Business Centre.

Job Purpose

M Care NI provides care and support to people within the South and East Belfast and North Down and Ards areas. M Care's services are designed to enable service users to remain at home and to live as independently as possible. M Care aims to ensure that service users receive a high quality service in line with their expectations and in keeping with the regulations and standards.

The Area Manager role is crucial in the provision of a safe and effective domiciliary care service. They are responsible for the leadership and management of a team of community care staff and for the provision and monitoring of services needed to support clients in the community and to work in accordance with the aims and objectives of M Care. They will work alongside the Registered Manager, the Governance and Compliance Manager and senior care staff. The Area Manager works across all of M Care's business areas when and where required.

Key Responsibilities

Staffing

- 1 To participate in the selection and recruitment of community care staff in accordance with M Care's policies and procedures.
- 2 To devise and deliver local induction for newly appointed staff in line with Regulations and NISCC requirements.

- 3 To provide supervision and performance appraisals of community care staff in line with M Care's policies and procedures.
- 4 Manage and maintain Staff rotas to include absence and cover arrangements for periods of illness or annual leave.
- 5 To ensure that M Care's capacity to provide a high standard of care continues to grow through liaison with HSC Trust staff and the use of information management systems. To meet targets as determined by M Care senior management.
- 6 To monitor community care workers' performance through spot checks and interviews with service users and their carers.
- 7 To attend internal and external meetings, as appropriate.
- 8 To ensure that community care staff are fully compliant with mandatory training requirements.
- 9 To record, report and where appropriate, investigate complaints, incidents, accidents and serious adverse incidents. To cascade the outcomes and learning from these to improve standards and practice.
- 10 To monitor and record all absenteeism in accordance with M Care's attendance management policy and procedures and take appropriate action.
- 11 To manage allocation of annual leave in line with protocol.

Service Users

- 1 To oversee new referrals and existing services to ensure that the team can deliver a safe and effective service.
- 2 To visit service users and to complete risk assessments within two days.
- 3 To ensure that all service users have an up to date assessment of their needs and a corresponding plan of care.
- 4 To undertake quality monitoring visits to services users' homes and address any quality issues arising.
- 5 To liaise with HSC staff in relation to any changes in service user circumstances which may impinge on safe delivery of domiciliary care services.
- 6 To report to the HSC Trust any calls not completed.
- 6 To contribute to formal reviews of service user care plans.

General Responsibilities

- 1 To maintain own professional registration with NISCC.
- 2 Ensure effective, timely and accurate communication and information sharing between all levels of staff and management.
- 3 To actively participate in own supervision, appraisal and complete all mandatory and role specific training.
- 4 To participate in provision of on call service outside of service hours and when appropriate, provide direct care.
- 5 To operate within M Care's governance framework and continually review and improve service delivery.
- 6 To share innovative ideas and be aware of examples of good practice.
- 7 To be professional in dealings with service users, their carers and anyone else seeking advice or guidance from M Care.
- 8 To ensure the service is compliant with the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and RQIA Domiciliary Care Services Minimum Standards.
- 9 To personally adhere to and ensure staff for whom you have responsibility for adhere to NISCC Code of Practice.
- 10 To provide appropriate and timely data for governance and compliance requirements.
- 11 Assist with investigations and audits relating to the quality of the service and improvement actions.
- 12 To promote a positive culture in line with M Care's vision and aims.

To carry out any other duties as requested by the Registered Manager or Senior Management.

This job description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list. M Care reserves the right to amend this job description from time to time, according to business needs. Any changes will be confirmed in writing.

PERSONNEL SPECIFICATION

Applicants must have a NVQ Level 3 (or equivalent) in Health and Social Care or a relevant professional qualification (nursing, social work AHP) and at least three years' experience in domiciliary care.

Applicants who do not already hold a Level 5 Diploma in Leadership in Health and Social Care should be willing to work towards obtaining this.

Excellent knowledge and understanding of compliance with legislative requirements is required.