



## **Residential Unit Manager**

### **JOB DESCRIPTION**

**JOB TITLE:** Residential Unit Manager

**REPORTING TO:** Senior Management Team & Board of Governors.

**JOB PURPOSE:** The Residential Lead must be a qualified Learning Disability Nurse who is competent and experienced to run the Residential Village on a day to day basis and meet its stated purpose, aims and objectives.

The Residential Lead's approach should create an open, positive and inclusive atmosphere. The Residential Lead is also responsible for demonstrating strong positive ideas, professional practice (particularly privacy, dignity, independence, choice and self fulfilment). The Residential Lead should also have a clear understanding of the fundamental standards of quality & safety.

**HOURS:** This position will involve working 3 office days per week (9am-5pm) and two shifts (7:00am – 2:30pm or 2:30pm -10:00pm). It is envisaged that these hours will be worked Mon-Fri, however weekend work may be required to cover holiday and sickness.

**RATE OF PAY:** TBD

### **SKILLS, KNOWLEDGE & QUALIFICATIONS**

Required:

- Qualified RNLD with a minimum of 18 months PQE working with people with learning disabilities.
- Evidence of having undertaken periodic training to update his/her knowledge, skills and competence.
- Enthusiastic
- Good communication and organisational skills
- Proven ability to lead and co-ordinate a team.
- Team player
- Ability to work on own initiative
- Friendly, creative and confident
- Genuine interest in working with the people with Learning Difficulties
- Have life skills
- Be able to promote independence
- Satisfactory DBS check against the POVA List (where applicable).
- The applicant should have been in employment recently and show evidence of being up to date with current legislation, mandatory requirements and key issues facing the healthcare industry.

Desired:

- Previous experience working within the Care Sector, particularly with people with Learning Difficulties
- Flexible approach towards working routines
- Be a qualified nursing Mentor.
- Provide evidence of at least 2 years management experience in a relevant care setting within the past 5 years. (Desirable, but not essential as full training and support can be given to the right candidate)

### **MAIN RESPONSIBILITIES**

#### **Job Summary**

1. To demonstrate the Croft Care Trust's capacity to meet the assessed needs (including specialist needs) of all individuals admitted to the Residential Unit.
2. To liaise with the senior management team and ensure that prospective residents are invited to

visit the Residential Unit as a planned programme over several visits and move in on a trial basis.

3. Working with the Chief Executive to ensure that residents have a plan of care / support and that each individual and / or their representatives have been involved in drawing up their support plans. Once such plan is in place, to take ownership of it and direct the staff team ensuring that it remains up to date and relevant.
4. To ensure that the complaints procedure is adhered to at all times and that all complaints are dealt with in writing to ensure a positive outcome.
5. To ensure staffing levels and skill mix are consistent with residents needs and the Residential Unit's occupancy, in line with Croft Care Trust policy.
6. To ensure the staff team work to a high standard, & in accordance with Croft Care Trust policies.
7. To ensure Safeguarding policies are adhered to and to protect and safeguard vulnerable people.
8. To ensure that records of all financial transactions are maintained, with receipts etc. as appropriate.
9. To communicate a clear sense of direction and leadership, which staff and residents understand and are able to relate to the aims and purpose of the Residential Unit.
10. Ensure that all information that is requested is completed accurately and within time guidelines set.
11. Liaise with other managers and notify them of any issues.

#### Health and Personal Care

12. To ensure that support plans are 'Person Centred' and compiled for each resident following full assessment, to include assessments under the Mental Capacity Act.
13. To ensure systems are in place to review residents needs at least monthly. Once these systems are in place you will be required to carry out regular Audits to ensure staff compliance & participation.
14. To maintain and ensure adherence to policies relating to the ordering, receipting, recording, storage, handling, administration and disposal of medicines, and offering residents opportunity to self - administer medication if they wish, subject to appropriate risk assessment and review being undertaken.
15. To ensure that residents rights are respected at all times and in line with Human Rights Act, Mental Capacity Act 2005 and ensuring Deprivation of Liberty (DoLS) guidelines are always followed. To follow Croft Care Trust equality and diversity policy.
16. Residents independence must be promoted & encouraged at all times.
17. To ensure that residents are safeguarded from physical, verbal, financial or material, psychological or sexual abuse, neglect, discriminatory abuse or self-harm, inhuman or degrading treatment, through deliberate intent, negligence or ignorance, in accordance with written policies.
18. To liaise with and participate in any M.D.T or review meetings required for the Residents within your unit.
19. To monitor and assess residents medication routines and effects.

#### Quality Assurance

20. To gain views from all residents, their families and / or representatives, staff, GP's, Care Managers, Community Nurses and other stakeholders annually, by issuing surveys and auditing them to determine where improvements can be made.
21. To participate within the preparation and performance of an action plan within given timescales, to any requirements / recommendations made by any regulatory body e.g. CQC, HSE, Food Safety Agency, and EVH.

22. To participate in regular audits of the buildings within the unit, the care plans of the residents and of all medication control.

#### Finance

21. Following guidance from the senior managers; to control expenditure within pre-determined budgets.
22. Monitor resident's ability to manage their own money and keep records of the same.

#### Staffing and personnel

23. To retain appropriate staffing levels and skill mix to ensure the smooth running of the Village adhering to the home's equal opportunity policy and recruitment procedures.
24. To arrange and ensure 1.2.1 supervisions for all staff are carried out at least 4-6 times per year.
25. Through supervision or otherwise, identify any staff training requirements or knowledge gaps. Work alongside the senior management team to source the required training once a need has been identified.
26. To hold regular staff meetings and keep records of outcomes.
27. To always follow up any grievances and / or disciplinary action in line with employment law and gain advice from our nominated source, keeping clear written records of evidence at all times.
28. To work alongside the senior management team and participate in any disciplinary proceedings which may arise within the staff team.

#### Health and Safety

29. To monitor and review the Village's resources and ensure that the Village is equipped for the needs of the residents, and fit for purpose.
30. Report immediately to the Home Manager, or Person in Charge, any illness of an infectious nature or accident incurred by a Resident, colleague, self or another.
31. Understand and comply with all statutory and legal requirements which are relevant such as Health & Safety, Emergency and Fire Procedures, COSHH, all aspects of the Care Standards Act, have a clear understanding of Infection Prevention and Control policies, procedures and measures to maintain a safe environment throughout the home.
32. Report to the Home Manager, or the Handyperson, any faulty appliances, damaged furniture, equipment or any potential hazard.
33. To ensure that safe working practices are being demonstrated at all times.

#### Marketing

34. To act as ambassador for Croft Care Trust by establishing and maintaining good relationships with all visitors, prospective residents and professional or allied personnel.
35. To actively promote Croft Care Trust and report on local competition.
36. To respond to and convert enquiries into admissions.

#### Training & Development:

37. Attend mandatory training days/courses, on or off site, as and when required.
38. Maintain professional knowledge and competence.

Communication:

39. Report any changes in Clients' physical or emotional condition to the Home Manager or Person in Charge.
40. Provide comfort and company, on a one to one basis, for Clients who are unable to undertake any form of activity.
41. Provide direction to the staff team as the Residential Unit Team Leader.
42. Participate in Staff and Resident meetings, as and when required.

General:

43. Ensure that all information of confidential nature gained in the course of duty is not divulged to third parties.
44. Notify the Home Manager, or the Person in Charge, as soon as possible of your inability to work, and also on your return to work from all periods of absence.
45. Ensure the security of the Care Home is maintained at all times.
46. Adhere to all Company policies and procedures within the defined timescales.
47. Ensure all equipment is clean and well maintained.
48. Carry out any other tasks that may be reasonably assigned to you.