EASTEDEN
CARE GROUP

POSITION DETAILS

Job Title:	Home Manager	Reports to:	Regional Manager
Location:	[Enter Home]	Department:	Care & Nursing Services
Contract Type:	[Enter Perm/Temp/F/T/P/T]	Version:	1.0

About Easteden

At Easteden, we are committed to delivering high-quality, person-centred care and support within environments that are welcoming, compassionate and empowering. We believe every individual deserves to feel valued, respected and safe, and we strive to promote dignity, wellbeing, independence and meaningful outcomes and positive experiences for the individuals and communities we support.

As a growing and values-led organisation, Easteden operates a diverse range of care homes and services, including Owen Mor Care Centre, Mullaghcarn Care Centre, Granard Residential Care Centre and Slieve Na Mon Care Centre, alongside our wider support functions and operations. We are continually strengthening our people, services and systems as we help positively shape the future of care.

Across our organisation, we foster a culture built on collaboration, professionalism, compassion and continuous improvement, where colleagues are encouraged to contribute, develop and thrive. We are proud to offer an environment that is supportive, professional and people-focused, where diversity, inclusion and respect are valued, and talented individuals can build meaningful careers while making a genuine difference to the lives of others.

Role Summary

To provide visible, values-led leadership and overall operational management of the Home, ensuring the delivery of high-quality, safe and person-centred care within a welcoming, professional and inclusive environment. The Home Manager is responsible for promoting resident wellbeing, dignity, independence and quality of life while ensuring compliance with regulatory, clinical governance and organisational standards.

The role provides strategic and operational leadership across all departments within the Home, supporting a culture of collaboration, accountability, continuous improvement and compassionate care. The Home Manager will lead and support multidisciplinary teams to

deliver safe, effective and responsive services while ensuring the efficient management of people, resources, quality, occupancy and overall home performance.

The Home Manager will act as the designated Person in Charge and will maintain oversight of governance, safeguarding, workforce development, resident experience, regulatory compliance and operational performance in line with RQIA, NMC, NISCC and organisational requirements where applicable.

The role may involve supporting residents living with dementia, mental health conditions, behavioural support needs or complex care requirements depending on the service environment.

Key Responsibilities

Service Delivery & Stakeholder Experience

- Lead the delivery of high-quality, safe and person-centred care tailored to individual resident needs, preferences and outcomes.
- Promote resident wellbeing, dignity, independence, choice and quality of life across all aspects of service delivery.
- Ensure residents, families and representatives are actively involved in care planning, decision-making and resident experience initiatives where appropriate.
- Maintain oversight of assessments, care planning, risk management and clinical interventions to ensure safe and effective care delivery.
- Ensure residents receive responsive, compassionate and inclusive support within a safe and welcoming home environment.
- Support meaningful resident engagement, wellbeing initiatives, activities and community participation opportunities.
- Promote positive relationships with residents, relatives, visitors, external professionals, commissioners and wider stakeholders.
- Ensure complaints, concerns and feedback are managed professionally, sensitively and in line with organisational procedures.
- Support occupancy, reputation and community engagement initiatives that positively promote the Home and Easteden's values and services.
- Ensure weekly management reports are delivered promptly to the Regional Manager.

Leadership & People Management

- Provide visible, supportive and professional leadership across all departments within the Home.
- Promote a positive culture of collaboration, accountability, learning, inclusion and continuous improvement.
- Lead, motivate, develop and support teams to deliver consistently high standards of care, professionalism and resident experience.
- Ensure effective workforce planning, staffing levels, skill mix and rota management appropriate to service needs and regulatory requirements.

- Support recruitment, onboarding, induction, supervision, appraisal, probationary review and retention processes across the Home.
- Promote staff wellbeing, engagement and professional development opportunities.
- Support managers and team leaders to address performance, conduct, capability, attendance or practice concerns appropriately and in line with organisational policy.
- Act as a positive role model, demonstrating professional conduct, accountability and compassionate leadership at all times.
- Promote effective communication, teamwork and collaborative working across multidisciplinary and support teams.

Communication & Collaborative Working

- Develop and maintain effective working relationships with residents, relatives, advocates, external professionals, regulators, commissioners and multidisciplinary teams.
- Liaise professionally with GPs, pharmacists, social workers, community teams, commissioners and external agencies to support safe and effective resident care.
- Ensure effective communication systems, handovers, meetings and escalation processes operate throughout the Home.
- Promote resident, family and staff engagement opportunities and encourage feedback to support service improvement.
- Communicate organisational priorities, standards, expectations and service developments clearly and professionally to teams.
- Escalate significant incidents, safeguarding concerns, regulatory issues or operational risks appropriately and without delay.

Governance, Compliance & Professional Standards

- Ensure compliance with all relevant legislation, regulatory requirements, professional standards, organisational policies and safeguarding responsibilities.
- Maintain oversight of clinical governance, quality assurance, audit activity, risk management and continuous improvement processes across the Home.
- Promote a culture of openness, accountability, safeguarding and learning throughout the service.
- Ensure safe medicines management systems and clinical practices are maintained in line with legal, professional and organisational requirements.
- Maintain oversight of safeguarding, incident management, infection prevention and control, health and safety and emergency response arrangements.
- Ensure accurate, timely and appropriate care documentation, governance records and operational reporting systems are maintained.
- Lead and support regulatory inspections, investigations, audits and improvement action plans where required.
- Ensure all departments operate in line with Easteden standards, governance expectations and regulatory requirements.
- Maintain oversight of environmental standards, maintenance reporting, equipment safety and overall suitability of the home environment.
- Ensure compliance with RQIA, NMC, NISCC, Mental Capacity and safeguarding requirements where applicable.

- Adhere to safeguarding, emergency procedures, fire safety requirements and organisational health and safety processes at all times, escalating concerns appropriately and without delay.

Financial & Operational Management

- Support the effective and responsible management of budgets, staffing resources, supplies and operational expenditure within agreed parameters.
- Monitor occupancy, staffing deployment and operational performance to support safe, efficient and sustainable service delivery.
- Ensure resources, equipment and stock are managed appropriately and used responsibly across all departments.
- Maintain oversight of rota management, payroll submissions, agency usage and staffing controls where applicable.
- Support continuous service development, operational improvement and efficient working practices across the Home.
- Ensure operational systems, audits, reporting requirements and governance schedules are completed accurately and within required timescales.

Professional Development & Continuous Improvement

- Maintain professional registration and ongoing compliance requirements where applicable.
- Participate fully in supervision, appraisal, mandatory training and continuing professional development activities.
- Maintain awareness of current legislation, best practice, regulatory guidance and developments relevant to the care sector.
- Support learning, mentoring and development opportunities across teams and departments.
- Contribute to organisational quality improvement, governance and transformation initiatives.
- Promote evidence-based practice, reflective learning and innovation in service delivery where appropriate.

Values & Behaviours

- Demonstrate professionalism, integrity, compassion and accountability in all interactions and decision-making.
- Promote equality, diversity, inclusion, dignity and human rights across all aspects of service delivery and workforce management.
- Foster a culture of respect, collaboration, openness and continuous improvement.
- Demonstrate resilience, sound judgement and effective decision-making within a dynamic care environment.
- Lead by example in promoting Easteden's values, standards and commitment to high-quality person-centred care.

Additional Responsibilities

- Participate in on-call management arrangements where required.
- Attend organisational meetings, inspections, training sessions and governance forums as required.
- Support wider organisational projects, service developments and operational initiatives where reasonably required.
- Undertake any other duties reasonably requested in line with the scope, responsibility and seniority of the role.

Job Description Review

Whilst Easteden seeks to maintain consistency in role design and expectations across the Group, some duties and responsibilities may reasonably vary depending on the location, service type, operational requirements or structure of the individual service. Any such variations will remain consistent with the overall purpose, skill level and core responsibilities of the role and will not fundamentally alter the nature of the position.

This job description outlines the primary duties, responsibilities and expectations of the role at the time of issue. As Easteden continues to grow and evolve, the responsibilities and scope of the role may reasonably develop in line with organisational needs, service requirements and operational priorities.

Employees will be consulted and notified of any significant or material changes to the role in accordance with organisational procedures.

The Requirements

	Essential Criteria	Desirable Criteria
Qualifications & Registration	• Registered Nurse on the live NMC Register appropriate to the role and service requirements ([Delete as applicable: RN / RMN / RNLD]).	• Relevant post-registration qualification or specialist training relevant to the service area.
Experience & Knowledge	• Minimum of 3 years' leadership or management experience within a regulated care home, healthcare or nursing environment; OR demonstrable equivalent experience operating at senior leadership level within a regulated health or social care setting. • Experience leading multidisciplinary teams and supporting safe, person-centred service delivery within a regulated setting. • Demonstrable understanding of safeguarding, governance, workforce management, regulatory compliance and operational leadership within a care environment.	• Experience supporting dementia care, mental health, nursing, complex care or specialist residential services.
Service Delivery & Engagement	• Ability to lead and oversee the delivery of high-quality, safe and person-centred care services within a regulated care environment. • Ability to promote resident wellbeing, dignity, independence and positive outcomes through effective operational and clinical leadership. • Ability to manage competing operational priorities and respond appropriately to clinical, workforce or service delivery challenges.	• Experience supporting residents with complex clinical, behavioural or mental health needs.
Communication & Interpersonal Skills	• Excellent communication and interpersonal skills with the ability to build positive and professional relationships with residents, families, colleagues, regulators,	• Experience participating in multidisciplinary meetings, safeguarding processes or clinical reviews.

	commissioners and external professionals. • Ability to demonstrate leadership, compassion, resilience and professionalism within a dynamic and sometimes fast-paced environment.	
Leadership & Professional Influence	• Positive, professional and values-led approach with the ability to lead and motivate multidisciplinary teams. • Ability to provide visible, compassionate and accountable leadership within a regulated care environment. • Ability to coach, support and develop managers, team leaders and colleagues. • Ability to influence culture, professional standards and workforce engagement. • Ability to make sound decisions and respond effectively to operational challenges and competing priorities.	• Experience supporting leadership development, mentoring, coaching or succession planning initiatives.
Governance, Compliance & Professional Standards	• Strong understanding of safeguarding, infection prevention and control, medicines management, health and safety, governance, RQIA standards and professional responsibilities within a regulated care environment. • Commitment to participating fully in mandatory training, compliance requirements and continuous professional development.	
IT & Administration	• Ability to maintain accurate operational, governance and care documentation in line with organisational and regulatory requirements. • Good organisational, administrative and digital skills with the ability to use electronic systems, reporting tools and workforce records effectively.	• Experience using digital care planning, electronic medication administration or clinical record systems.

Other Requirements	• Flexibility to work shifts, including evenings, weekends, public holidays and on-call responsibilities where required. • Ability to exercise professional judgement, leadership and decision-making within a dynamic regulated care environment. • Satisfactory AccessNI clearance at the level required for the role and in accordance with organisational and regulatory requirements.	

The above outlines the primary experience, skills and competencies required for the role. We recognise that individuals may join Easteden with different levels of experience and expertise and we are committed to supporting continuous learning, development and career growth. The successful candidate will be encouraged to further develop these competencies over time in line with both personal development goals and the evolving needs of the organisation