

Job Title: Home Manager
Reporting to: Regional Manager



About the role

The Home Manager is the heart and soul of our Homes, embodying leadership, compassion and dedication to the wellbeing of residents and team members alike. The Home Manager plays a pivotal role in creating a nurturing and supportive environment where residents feel safe, valued and respected and where staff are empowered to deliver high quality care with professionalism and clinical excellence.

Home Managers oversee every aspect of the operation of the Home, from ensuring regulatory compliance and financial sustainability, to fostering a culture of the highest standards of care and continuous improvement. The Home Manager leads by example, inspiring their team to uphold the highest standards of care while also providing support and guidance.

Beyond operational tasks, the Home Manager serves as an advocate for residents and their families, listening to their needs, addressing concerns and championing their rights to dignity, choice and autonomy. They build meaningful connections with residents based on trust, rapport and create a sense of community and belonging within the Home.

The role of the Home Manager is indispensable to the success of the Home. Their leadership and expertise ensure that residents receive the highest quality of care, making a profound and positive impact on the lives of our residents.

OUR HOMES PROVIDE AN ENVIRONMENT WHERE INDIVIDUALITY IS EMPHASISED AND THE PRIVACY AND DIGNITY OF ALL OUR RESIDENTS IS RECOGNISED

Duties and Responsibilities

- Provide strategic leadership and direction to the Home, ensuring the delivery of safe, effective, and compassionate care to the residents.
- Manage the day-to-day operations of the Home, including staffing, budgeting, quality assurance and regulatory compliance to achieve operational excellence and meet company objectives.
- Work with the Recruitment Team to recruit, select and induct qualified and competent team members of staff including Care Assistants, administrative and ancillary services, fostering a positive and inclusive work culture.
- Manage the resident capacity and ensure that vacant rooms are filled quickly.
- Oversee the intake and discharge of residents, ensuring a smooth and positive experience for residents.
- Work with the Regional and Head Office teams to develop and implement policies and procedures to maintain high standards of care, health and safety, and resident wellbeing throughout the Home.
- Monitor and evaluate resident care plans and satisfaction levels, conducting regular audits and reviews to ensure compliance, identifying areas for improvement as well as implementing quality enhancement initiatives.
- Ensure effective communication and collaboration across the Home as well as with external services.
- Ensure compliance with regulatory standards, statutory requirements, and contractual obligations governing the operation of the Home, including RQIA regulations and local authority guidelines.
- Liaise with residents, families and external stakeholders to address concerns, provide support and promote transparency and partnership in decision making related to resident care and service delivery.
- Ensure that all documentation and nursing records are maintained and that a programme of meaningful activities is available to residents. Implement appropriate systems to ensure compliance with requirements.

- Ensure the Home meets all legal and statutory requirements including those related to fire regulations, health and safety, licencing, weights and measures, trading standards, employment, the Care Standards Act, and that all appropriate statutory notices are displayed.
- In conjunction with the HR and Recruitment teams, ensure all regulatory employee checks are complete and in place.
- Develop strong working relationships with all support functions to ensure the efficient management of employees, that team members are inducted, trained, motivated, and supported in order to achieve company standards as well as the highest levels of care and service.
- Work with local and regional management to develop and implement new services within the Home.
- Responsible for working to the Home's budget, ensuring financial success and stability.
- Remain committed to professional and personal development, staying up to date with current developments, best practices and innovations in elderly care, nursing management and health care.
- Undertake any other duties that may be reasonably required as designated by the Regional Manager.

About you

- Right to work in the UK.
- Hold a level 5 qualification in Health and Social Care, Social work or hold active NMC registration.
- Previous experience managing a residential home setting is desirable, but not essential.
- Understanding and experience of caring for individuals with a complex care needs
- A good understanding of budgets is desirable.
- Understanding of the key business activities associated with a residential home.
- Be able to demonstrate strong leadership ability in a key, demanding role.
- Strong communication skills.

Additional information

- Disclosure and Barring Service - you will need to complete an Enhanced Access NI disclosure. Access NI is a branch of the Department of Justice. Their role is to process applications from members of the public who require a criminal record check for employment purposes. Healthcare Ireland require 3 forms of ID to process this check.