



Richardson Care

Caring is in our DNA

Job Description: Registered Homes Manager

Responsible to: The Directors

Job Purpose:

To take all due responsibility to ensure the wellbeing of service users within the home. To promote a caring environment through high standards of professional practice, which will be conducive to the holistic needs of each service user. To ensure that the management and staff team strive to achieve the expected budgetary controls within the business, and to take action to remedy any shortfalls or concerns professionally. To take the appropriate action to ensure all service users receive the required care to meet their needs. To implement and maintain the home's operational policies and procedures, and to comply with the Health and Social Care Act 2008 and all relevant legislation.

Main Duties and Responsibilities:

Marketing

1. To assist with the production of appropriate promotional literature which highlights the Richardson Care philosophy and care standards offered by the company e.g. brochure, website etc.
 2. To contact referring agents (examples: databases, rehabilitation units, social services departments, solicitors etc.), which may result in securing a new placement, in the absence of admissions and referrals team, or to support the admissions and referrals team.
 3. To ensure a signed contract prior to any placement involving all parties is obtained.
 4. To promote the home's facilities and care offered by the company, and to strive to ensure that all homes run to optimum capacity.
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Registration

1. To liaise with the Care Quality Commission in a professional and amicable manner at all times.
 2. To abide by all the requirements of the Health and Social Care Act 2008, and to have read and fully understood the National Care Standards.
 3. To abide and fully comply with all the required Health & Safety Compliance Regulations and to ensure all staff are conversant with requirement of their job role.
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Service User Care

1. To provide the management team with all the relevant information to help them check that the home is able to meet its objectives with regard to the personal care required for each service user.
2. To arrange for the best possible admission of a service user using outreach facilities and visits.
3. To ensure that all necessary information is agreed with all parties involved in each service user's case and that they are recognised, assessed and met.
4. To ensure that the emotional, spiritual, physical, medical and material needs of each service user are recognised and assessed.
5. To encourage the service user in the making of decisions in matters which affect their lifestyle.

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6. To ensure all care plan packages are devised in accordance with the Health and Social Care Act 2008.
 7. To ensure that reviews are carried out as per policy and procedure.
 8. To promote relationships which enable each service user to participate in the life of the local community.
 9. To ensure an adequate provision of healthcare is arranged, which will include the ordering, recording and the administration of prescribed medication as in accordance with the policy and procedure.
 10. To investigate complaints and to provide the service users, families and referring agents with a written complaints procedure.
 11. To provide the service users with a schedule of activities incorporating choice and promoting individual programmes using community resources. This should at all times meet the needs of each service user concerned.
 12. To assess using the Company's assessment tool that service users are appropriate for the respective home in line with the home's Statement of Purpose.
 13. To offer the service users a holiday, or an appropriate alternative, relating to the service user's needs, i.e. day trips.
 14. To operate and manage a key worker system.
 15. To ensure staff are familiar and comply with the code of practice set by the general social care council.
 16. To offer home meetings.
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Personnel

1. To use a written procedure for the recruitment, the appointment, induction and the development of all staff.
 2. To document and check all induction and training procedures are signed and filed in the appropriate employee's personnel file(s).
 3. To ensure that there is good communication with and between staff through regular staff, senior staff and management meetings. Communication should also be effective through the day to day staff supervision.
 4. To ensure effective staff supervision at all times is carried out and any training needs are identified and put into action as soon as possible.
 5. To implement a fixed roster system, and record all staff absences (authorised or not), and to indicate any other pay amendments ready for the payment of monthly staff salaries.
 6. To ensure all staff are DBS checked in line with policy.
 7. To implement a fixed staff roster system in accordance with the budgetary controls as indicated by the Business Plan.
 8. To ensure that all staff have a job description, job contract of employment, and a schedule of work.
 9. To ensure a written effective hand-over procedure is followed by the support staff and supervised by the senior support staff.
 10. To provide staff with written disciplinary rules and a clear disciplinary procedure.
 11. To uphold and implement all the required statutory employment legislation.
 12. To ensure the staff abide by and uphold the Health & Safety Standards as expected by the Health & Safety Act, Fire Precautions Act, and the Company requirements.
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Property

1. To ensure that all fire regulations issues and due diligence are checked and recorded as appropriate, and that fire-fighting equipment and systems are checked regularly as appropriate, and defective or broken equipment is fixed immediately.
 2. To ensure that all staff comply with the fire regulations.
 3. To ensure that all issues of environmental, building control, food storage and preparation, chemical, and any outside prevalent issues are complied with at all times.
 4. To ensure all furniture, fixings and general fabric of the building is kept to a good standard.
 5. To ensure a maintenance plan is implemented and regularly reviewed.
 6. To ensure all external areas, such as gardens, outside storage areas, etc., are kept clean, tidy and in a safe manner.
 7. To ensure all electrical equipment is checked by a qualified person, and that the appropriate legal checks are done as appropriate to meet the legislative guidelines.
 8. To ensure all the home's vehicles are roadworthy with an in-date MOT, Road Tax & Insurance, and that nominated drivers are covered by the company insurance policy. The vehicles should also be periodically checked for road worthiness, such as tyres, windscreen wipers, water, oil, etc.
 9. To ensure that high standards of cleanliness and hygiene are maintained throughout the home.
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Records

1. To ensure that records required by the Health and Social Care Act 2008 and DPA 1998 are complied with and kept in a safe place at all times.
 2. To ensure all Health & Safety legislation records are kept fully up to date, and kept in a safe place.
 3. To carry out periodic checks of personnel files to ensure that all induction key issues are met and on schedule with the individual's performance.
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Finance

1. To be fully conversant with the expected budget achievements for each financial year. This includes an overview of sales, costs, manning costs and extraordinary expenditure.
 2. To be involved with the compilation of the following year's targets and formulation of the Business Plan for the financial aspects.
 3. To ensure all manning costs are in line with the budget guidelines.
 4. To be responsible for creating and maintaining the home's budget.
 5. To ensure adequate records and safety of service users' personal money.
 6. To assist the Finance Manager for arrangement of prompt payment of invoices.
 7. To use an expenditure invoice procedure
 8. To demonstrate a professional approach to suppliers and other outside bodies who have business with the homes.
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General

1. To always strive to create a domestic and homely character to each home.
2. To assist with the planning of the menu choice for service users.



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3. To ensure the dietary/medical/cultural needs of service users are met.
 4. To abide by all the Company's policy and procedures.
 5. To work within and follow the principles of the General Data Protection Regulations
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Training

1. To be aware of change in legislation and arrange/attend appropriate courses.
 2. To ensure all staff are inducted in line with the Company policies and S.C.I.L.S for care
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Management Structure

1. To implement and sustain management structures within the home(s).
 2. To feedback direct to the Directors, weekly points covering all aspects of the management of the home(s).
 3. To liaise with the Care Quality Commission and to abide by and meet all the requirements of the Health and Social Care Act 2008.
 4. All staff and management within the company are required to make themselves available for training and communication meetings, for which advance notice will normally be given.
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Performance Appraisal

In the interests of service user care, and to assist all personnel achieve their objectives, the company will carry out an annual appraisal interview.

The individual needs and personnel development will be identified, and the appropriate action points established.

Declaration

I, the undersigned, declare that I have read and fully understand my job description. I further understand that failure to carry out any tasks mentioned therein could result in re-training or disciplinary action being taken against me.

Signed _____ (Employee)

In the presence of _____ (Director)

Date _____

Procedure No: JMKGMAN | Date Implemented: 01/01/93 | Reviewed & Revised: 26/11/19

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