

Job Description

Unit Manager RN

Work Pattern: Monday to Friday, with occasional out of hours and one weekend per month

Location: Malvern Site – Perrins (Nursing Home)

Hours: 37.5 hours per week

Reports to: General Manager

About us

A caring organisation with a rich history.

Friends of the Elderly is a not-for-profit charity dedicated to providing excellent care with a family feel. We have been supporting older people for over 100 years. We aspire to a society where all older people have the opportunity to live fulfilled lives. We do this by delivering services personalised to individual needs and integrated with local communities. The charity provides care home and day care services for older people, as well as grants for older people in financial difficulty. Our values are that we will always:

- **Promote wellbeing.**
- **Strive for excellence.**
- **Treat people with respect.**
- **Keep everyone safe.**

Main purpose of the job

The Unit Manager will have full responsibility for the day-to-day management of their designated unit, ensuring consistent delivery of high-quality care and support to our residents. Although working mainly within their designated unit, each Unit Manager will gain a knowledge of other units and will support other units either on site or in other locations should the need arise.

Working partnerships

Internal

- Care Homes Director, care home management team, Senior Leadership Team, Senior Management Team, other registered managers, HR, payroll, standards and performance, estates and facilities, finance, IT, fundraising, grants, learning and development, and marketing and communications teams.

External:

- Residents, their relatives, representatives, and advocates
- Care sector/ provider organisations (National Care Forum, Care England, NHS Digital etc)
- Local Authorities including Adult Safeguarding Teams
- Regulatory bodies, including the Care Quality Commission
- Consultants and contractors
- Donors and financial supporters
- IT support provider

Direct Reports: Nursing and/or care staff, and all other staff working within the designated unit.

Key objectives and responsibilities

Management of Perrins at our Malvern site and assisting the General Manager with overall site management and in the delivery of high standards of resident-led care; initiating and managing quality, clinical, dementia and palliative care.

Resident care

Planning, organising, developing, and directing the overall operation of the unit in accordance with CQC, CCG and Local Authority regulations and guidelines as appropriate, and in accordance with the charity's own standards and guidelines.

Championing high standards of care, always ensuring the person is at the centre of the care they receive.

Facilitating the completion of person-centred care and support plans using the charity's digital care planning system and risk assessments, monitoring on-going process and practice.

Regularly reviewing residents' files and scheduling family meetings to discuss residents' care – coordinating the health and care needs with the team and ensuring the resident's needs are evaluated and reassessed each month or more frequently if required, ensuring any changes in need and/or provision are reflected in the care and support plan.

In partnership with the General Manager, managing the care and support assessment process to determine levels of care and support with appropriate staffing levels.

Partnering with other unit managers on site, and others both internally and externally to the organisation, to ensure individual residents' needs and preferences are met.

Recognising changes to a resident's wellbeing and/or condition and taking appropriate action.

Communicating regularly with families, GPs, and other multi-agency professionals.

In conjunction with the General Manager and the other Unit Managers, and others as necessary, participating in a rota system to provide on-site management cover seven days a week, and until 20:00 Monday to Friday.

Quality Assurance and Regulatory Compliance

Ensuring the unit follows all national minimum standards and organisation standards as they pertain to resident care and support.

Reporting issues or concerns to the General Manager.

Ensuring compliance with CQC standards.

Updating the site's service improvement plan in respect of action in areas of poor performance, non-compliance with CQC regulations, CCG, Local Authority requirements, and/or standards set by the charity.

Developing a thorough working knowledge of current and evolving laws and regulations, policies and procedures relating to resident care and support.

Assisting with and providing leadership in promoting the charity's health and safety and risk management policies.

Ensures all required documentation is completed in an accurate and timely manner.

Engagement with the charity's internal and external auditing process and overseeing an action plan with agreed improvements.

People Management

Overall management of the nursing and/or care staff and other team members working within the unit, ensuring the correct skill mix to provide the highest level of care and support to our residents.

Ensuring staffing levels are in line with identified need.

Ensuring that recruitment targets are met and that job holders meet the requirements of the role.

Ensuring all team members complete the appropriate induction, including competency assessments, and that all mandatory training is completed within the specified timescales.

Managing the performance of team members within the unit and ensuring regular supervisions and appraisals take place. Addressing areas of poor performance or conduct in an appropriate and timely manner, liaising with Human Resources as necessary.

Completing staff supervisions in line with charity policy.

Acting as a role model for team members and other managers.

Scheduling shifts, work patterns, and training to ensure correct staffing levels are in place at all times.

Championing the Key Worker approach where appropriate for the delivery of personalised care and support.

Holding self and team accountable for delivery of quality care and support, implementing improvements in line with the service improvement plan, and documenting when actions have been taken.

Attending management meetings and training as and when required.

Keeping up-to-date with developments in elderly care best practice through reading, attending conferences and training sessions as appropriate.

Establishing cooperative relationships with local support groups for older people and those with health conditions associated with old age, and facilitating support for families from these groups.

Financial Management

Ensuring the unit budget is utilised efficiently.

Managing the unit budget, including staffing and other expenses, and understanding its impact on profitability, both locally and on an organisational level.

Reviewing staffing costs on a week-by-week basis and, in discussion with the General Manager, implementing initiatives that minimise costs without compromising staffing levels or quality of service.

Understanding the internal costs associated with all resident care and support programs and working with other Unit Managers to ensure that the budget for the site is managed effectively and efficiently.

Family Services

Communicating regularly with families, GPs, and other agencies through the use of letters, email, telephone, family meetings, and care and support plan review meetings.

Please note that the key objectives and responsibilities of this role describe the core output that should be achieved in this role.

All roles within the charity are required to be flexible and change as our strategy evolves, future policies are introduced and as the needs of our services users change. All staff are required to demonstrate appropriate levels of competence and behaviours in their roles, in line with our values.

Person specification

Essential	Desirable
Qualifications	
<ul style="list-style-type: none"> NVQ 4 or 5 / QCF 5 in Health & Social Care or working towards. Registered Nurse 	<ul style="list-style-type: none"> Any other qualifications relevant to healthcare. Academic qualification in Management or Leadership.
Experience	
<ul style="list-style-type: none"> Proven experience in managing, developing and leading staff and promoting wellbeing. Complying with care and other regulatory frameworks. Communicating and liaising with representatives of health and social care organisations and local/ national government bodies. Performance managing and reporting. Good leadership skills Care provision (Care Homes with and without nursing, Care for people living with dementia, etc). 	<ul style="list-style-type: none"> Understanding of Health and Safety requirements. Working with a range of stakeholders including directors/ trustees, staff, service users and families.
Skills / Knowledge	
<ul style="list-style-type: none"> Good communication skills - verbal, written, listening, questioning. Strong understanding of adult safeguarding and related issues. Knowledge of HR policies and processes, including investigations, grievances and 	<ul style="list-style-type: none"> KPI development and implementation. Good knowledge of data security and protection, and risk management frameworks. An understanding of digital care planning systems

<p>disciplinaries, and an understanding of workforce wellbeing.</p> <ul style="list-style-type: none"> • Strong understanding of CQC regulations and the principles of the Care Act • Understanding of the principles of person-based care. • Understanding of conditions that affect people in later life, including dementia, and how services can provide support. • Ability to manage own time and workload effectively. • Strong understanding of the Health & Safety at Work Act and its practical application. • Good IT skills 	
Personal attributes	
<ul style="list-style-type: none"> • Desire to make a difference. • Commitment to the charity's values. • Sensitivity to the needs of older people. • Ability to problem solve situations and make appropriate decisions. • Positive, professional, proactive and flexible attitude. • As a leader, ability to inspire others. • Confidence to communicate at senior level and represent the charity at external events. • Solution-focussed and supportive of individuals and teams, in both positive and negative situations. • Resilience. • Ability to use initiative. • Respectful • Self-motivated. • Empathetic. • Approachable. • Reliable. • Be committed to equality, diversity and inclusion for all. 	

Safeguarding

- Keeping everyone safe is one of the charity's core values, and is central to everything we do at Friends of the Elderly. All staff follow our Safeguarding Policy & Procedure and, if they see or suspect abuse, we expect staff report it straight away.

Health and safety

- You'll follow Health & Safety policies and be aware of safety hazards in our services. You'll follow risk assessment procedures and safe systems of work, plus manual handling and lifting procedures.
- You'll report all accidents and incidents promptly and make any changes needed.
- You'll regularly assess, review and monitor safety in your service.
- You'll make sure that equipment is always clean and safe.
- You'll report any issues.
- You'll make sure that our service users' property is always safe and secure.

Our wellbeing pledge to staff

- Friends of the Elderly's values were founded on suggestions from staff who told us what was most important to them while working with us. These are to:
 - Promote wellbeing
 - Strive for excellence
 - Treat people with respect
 - Keep everyone safe
- These values not only underpin the care and support we provide, but also the way all staff strive to treat each other.
- Our [Wellbeing Pledge](#) is our commitment as an employer to uphold these values. Promoting the wellbeing of staff is one of our top priorities, and in a changing and challenging environment, keeping everyone safe and respecting each other's needs encompasses physical as well as emotional, mental and occupational health.
- Staff have access to a wealth of resources to empower them to proactively improve their mental and physical wellbeing like our employee assistance programme, Unmind and tools to help with financial wellbeing.

Confidentiality

- Privacy is very important to us, so you'll respect the confidentiality of our service users, your team and the charity, plus members of the public. You'll make sure that all confidential documents are stored correctly and securely.

Data Security

- It is the responsibility of all staff to ensure data security. You will be responsible for the security, integrity, and availability of all data to which you have access in the course of your work.

Supervision & appraisal

- To attend regular supervisions with your line manager and participate in the annual appraisal scheme.

Learning & development

- You'll complete all mandatory training and keep that training up to date, in order to remain competent in your role and keep everyone safe.
- You'll commit to achieving the relevant qualifications commensurate with the role.
- You'll seek opportunities for personal and professional growth to enhance your knowledge and skills.

DBS Checks

- As this role involves a regulated activity, or manages those involved in a regulated activity, the charity will apply for an enhanced DBS check with barred lists check for successful applicants, and any offer of employment will be subject to receipt of that check being satisfactory.

Equality, Diversity, and Inclusion at Friends of the Elderly

Friends of the Elderly strives to treat all staff equally and be a diverse and inclusive workplace, where everyone can be themselves and everyone accepts each other's differences, a charity where everyone is equal but definitely not the same.

Our ambition is to ensure equality and celebrate diversity, all of us working together to create an inclusive workplace, which attracts and retains the best people; people who care and can make a difference.

We value all our staff, service users, volunteers, and contractors, and strive to respect each individual, understand their perspectives, and provide a supported workplace where everyone can thrive.

We are committed to listening, learning, and improving our workplace. We ask all our staff to make a personal commitment to educate themselves; and engage in conversations with colleagues, so that we can all learn, share our stories, and treat everyone equally.

We encourage everyone to call out actions or behaviours that fail to uphold our values, and to champion the rights of all our staff.