



CARE MANAGER JOB DESCRIPTION AND JOB SPECIFICATION

JOB TITLE : Care Manager
REPORTS TO : Owner/Franchisee
SUMMARY OF POST : Responsible for the day-to-day running of the franchise office.

JOB DESCRIPTION

1. Accountable to the Franchisee.
2. Ultimate responsibility for all staff.
3. To ensure successful operation of quality control systems.
4. To ensure that all computerised and manual records are up to date.
5. Implementation of complaints procedure.
6. To liaise with service users/relatives and Social Workers.
7. Preparation of management reports.
8. Ensure training needs of all staff are met effectively.
9. To work within agreed budgets to ensure profitability of business.
10. To actively participate in the growth and development of the business, locally, through various marketing exercises.

JOB SPECIFICATION

Essential

Management experience of service provision in the care profession.
Registered managers will be required to achieve the Registered Managers Award, if not already obtained.

Desirable

Experience of business management and/or appropriate qualification.

Key Competencies

1. To be able to plan, allocate and evaluate the workload of all staff.
2. To be able to develop and maintain the quality control system.
3. To understand and implement legislation and regulations relevant to user groups.
4. To be able to allocate, monitor and control financial resources.
5. To be able to create and maintain administrative systems.



6. To be able to recruit, select and effectively supervise a dispersed workforce.
7. To be able to implement induction programmes, and to identify and provide for on-going training needs.
8. To be able to establish and maintain effective working relationships.
9. To be able to develop and maintain good assessment and review procedures which become the foundation for appropriate care plans.
10. To be able to ensure that appropriate kinds of intervention take place to meet the user's needs and rights.
11. To liaise with other agencies involved with the user to ensure the provision of integrated services.
12. To have a working knowledge of Health and Safety.

Special Skills and Attributes

Excellent communication skills.
Good planning and organisational skills.
Experience of financial management.
Sound understanding of good care principles.
Skills in assessment and care planning.
Negotiating skills.
Ability to cope with pressure.
Even-tempered and patient.
Ability to cope with change.
Ability to display empathy and warmth.

Circumstances

Must have full driving licence.