

# Sancroft Community Care Ltd



## JOB DESCRIPTION / ROLE PROFILE

<b>Job Title:</b>	<b>Head of Care</b>
<b>Reports to:</b>	Social Care Director
<b>Accountable to:</b>	SCC Ltd Board of Directors
<b>Salary:</b>	<b>£65,000 to 70,000</b>
<b>Contract type:</b>	<b>2 years fixed term contract.</b>
<b>Hours:</b>	<b>Full time 40 hours each week generally over Monday to Friday Although flexibility is essential with on-call duties at some weekdays and weekends.</b>

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## PURPOSE OF THE ROLE

Sancroft Community Care Ltd (SCC) was established in 2018 by Harrow Council to improve the quality of life (and life chances) for people in need of residential care.

The post holder will have overall responsibilities for the Registered Home Manager, staff and become the CQC Nominated Individual including taking appropriate measures to grow and develop high quality, robust, sustainable and financially viable service.

You will be committed to ensuring that the best interests of SCC remain paramount through a culture of trust, openness, support, staff development, solution orientation, continual improvement and transparency at all levels. You will ensure SCC is recognised as an exemplar in its field in what we do and how we do it.

You will report to the Social Care Director, keeping them abreast with key updates including monthly operational performance data and receive monthly supervision.

Working closely with the SCC Finance Director you will also prepare an annual budget, manage all sales enquires and proactively promote the home in the local community. Your leadership style will build a culture of robust performance management. By overseeing recruitment, training, motivation, communication, supervision and appraisal.

You will work closely with the SCC Contract Director on the various contracts associated with SCC, ensuring best value and compliant with regulatory requirement.

## **Key Responsibilities:**

The post-holder will provide commercial expertise and regulatory and statutory knowledge, delivering significant efficiencies.

To be committed to evidence-based approaches that both drive quality and pursue and secure, measurable outcomes that demonstrate Best Value whilst working towards Key Performance Indicators and assist staff meeting our KPIs.

To influence overall strategic direction of SCC services within Harrow council. Ensure all service provision meets organisational, contractual and legal expectations, CQC and other regulatory standards. As the key SCC representative, you will establish effective working relationships with local authority staff and other local agencies within the area in order to promote both existing and potential new joint initiatives.

Working together with the registered home manager, you will ensure that SCC is focused on effectively meeting the needs of all our residents, enabling them to have the fullest degree of choice in living self-directed lives where their support needs are met and their personal potential is maximised, whilst taking proper account of each Individual's personal safety considerations.

You will be expected to oversee that services are provided timeously and with the appropriate levels of continuity and delivered in a respectful manner that reinforces the dignity of each resident. Ensuring that, where applicable and appropriate, that families or other relatives/friends or other agencies are worked with in a complementary spirit of partnership for the benefit of all residents.

Ensure that the culture, behaviours and values of SCC are lived at all levels within their management control.

To ensure that staff training & development needs are identified and addressed in accordance with Supported Individuals and service needs and organisational values, reflecting and influencing, where applicable, policy development. Ensure residents are meaningfully involved in Staff Selection & Appraisals where possible.

Responsible for effectively deploying, supervising, appraising, developing and supporting staff for whom the postholder has line-management responsibility and ensuring that, in turn, those line-managed implement those tasks with all other staff in the services.

Ensure the equitable treatment of staff in all part of the service and address any concerns robustly and have a zero tolerance to discrimination at all levels.

To ensure that all staff have the necessary qualifications, skills, experience, knowledge and support to effectively deliver a high-quality service to undertake their duties. This responsibility also applies to sessional staff and volunteers engaged by SCC.

Using support from local and national agencies, in ensuring that learning and development opportunities are identified, designed and provided which respond to unique needs of residents, as well as providing staff with the appropriate qualifications in line with internal and external expectations.

To ensure that effective management and communication systems, including annual surveys are in place, engaging with staff, residents, their families and other stakeholders to ensure that services continually evolve to meet the changing needs and wishes of individuals, optimising their life chances/experiences and take account of wider experience.

Ensure that all situations involving Disciplinary or Grievance Procedures are effectively managed within SCC's approved policies and procedures.

To actively lead on identifying, developing and delivering new business opportunities and the evaluation, development and implementation of organisational policies and procedures and key strategic developments in order to support this.

To draft tender bids for the considerations of SCC directors where SCC is considering to bid for new social care services.

To work within the parameters of the financial and other resources deployed to the service, optimising efficiencies wherever possible.

Ensure that effective and responsive systems and processes are in place to support the service 24 hours 7 days a week in accordance with organisational, contractual and legal expectations. Ensure rota systems within offices and within services fully meet the needs of SCC services and optimising resources.

Ensure that all residents (and their families/carers where applicable and appropriate), staff and others can meaningfully participate in initiatives which both evaluate the services delivered by SCC and, in advancing best practice, promote the continual evolution/transformation of those services in the area; ensuring that the resulting information leads to action plans, which actively promote quality initiatives with a culture of continuous improvement.

Ensure that health and safety matters including accident and incident reporting, risk assessments and investigations are undertaken, recorded, reported and reviewed as necessary in line with organisational policy. Ensure that any resulting information regarding potential learning needs or policy amendments are shared with SCC directors and others.

Ensure that information relating to health and safety matters, is notified to SCC directors as appropriate and disseminated to all relevant parties and that all that health and safety matters raised locally are responded to timeously and effectively.

Ensure that tasks are carried out with appropriate records and databases maintained in accordance with internal and external expectations. e.g. quality audits , financial systems, staff deployment, Support and Development Agreements, individual care files, support provision, confidential files, records of support hours, referral databases, etc.

Produce reports for both internal and external use, such as for Harrow, Care Inspectorate, as required, and both lead and participate in organisational initiatives including policy development.

The post holder will have a diligent and responsible attitude towards their work, being able to act with autonomy, working and engaging closely daily with management team and stakeholders to deliver high quality regulatory and statutory outcomes. Expertly, confidently, robustly and transparently managing all stages of the governance processes.

## **MAIN DUTIES / ACCOUNTABILITIES**

<b>A</b>	<b>Generic Duties/Accountabilities</b>
1.	Implement and champion, through service and staff development, SCC Ltd Health and Safety, Equal Opportunity and Information Security Policies.
2.	To ensure that the post holder complies with their responsibilities as laid out in SCC Ltd health and safety policy and takes and active role in promoting a positive health and safety culture.
3.	To promote and adhere to SCC Ltd values – Service Delivery Charter

4.	Keep up to date with best practice and changes of legislation within the care sector
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<b>B</b>	<b>Service Specific Duties/ Accountabilities</b>
1.	To provide timely professional expert advice and 'hands on' line management as CQC Nominated Individual.
2.	Provide line management to Registered Manager(s) and leadership to the whole staff team.
3.	Ensure day to day service delivery consistently adheres to contractual and regulatory compliance and best practice.
4.	Effectively implement a full range of care related operational policies and procedures ensuring that all staff adhere to the requirements detailed within them.
5.	To actively participate in delivering continuous improvement, supporting the delivery of best practise.
6.	Ensure that all health and safety related compliance obligations are implemented and adhered to.
7.	Ensure that all medication administration related compliance obligations are implemented and adhered to.
8.	To develop positive working relationships with stakeholders and other professional support staff (finance, legal, audit, IT, Harrow Commissioning team, NHS) to ensure a 'team' multi disciplinary and expert approach in delivering outcomes.
9.	Ensure that a robust system of risk management for all aspects of the care service is implemented and adhered to. This includes care delivery and administration as well as risk related to the physical environment.
10.	Ensure that a robust system of person-centred care assessment, care planning and reviews is implemented and adhered to.
11.	Ensure that all aspects of the home relating to the physical environment and ancillary services (including domestic services, administrative services, maintenance services) are effectively run and conform to contractual regulatory and best practice standards.
12.	Lead projects, engaging with key users, customers and suppliers, which in turn will deliver successful outcomes safeguarding against financial loss and any damage to reputation.
13.	Understand and analyse market information on trends and commissioning developments in care, analyse statistical data, identifying the reasons for change processes. To provide such market intelligence and forecast information to inform our actions and expand our options.
14.	Ensure efficient recording and reporting arrangements are in place to enable the effective management of all aspects of the business.
15.	Deliver within set budgets, accounting for any negative variances and implement actions to mitigate impact. Verify care information that determines client invoicing and staff payroll is accurate and timely.
16.	To support the renegotiation of contracts with the view to reducing costs and increasing efficiencies.
17.	Representing SCC Ltd as required by attending meetings, conferences and networking opportunities to promote and raise awareness of services delivered by the company.
18.	Marketing the business ensuring a high level of occupancy. Producing service Brochure and web page, and identity on social media e.g. Facebook, Care Home UK.
19.	To explore and promote the benefit of co-production not only with internally with staff, residents and friends, but also with other stakeholders as appropriate.
20.	Produce monthly Operational reports detailing work in progress and achievements.
21.	To promote the effective implementation of SCC Ltd Equal Opportunities policies and procedures, incorporating issues such as diversity and equalities.
22.	To promote local sourcing of supplies and services, where appropriate.
23.	To undertake a demanding workload, to be innovative and challenge current commercial

	arrangements for the supply of works, goods and services.
24.	To deliver from time to time training and governance to staff team and other audiences as appropriate.
25.	Any other duties commensurate with the general level of the post.

### **Persons Specification.**

<b>Ranking Order</b>	<b>Knowledge Indicator (A = Assessment: I = Interview: T = Test)</b>	<b>Method of Assessment</b>
<b>A</b>	<b>Experience</b>	Method of Assessment
1	<p>You must have experience of managing a home and leading service improvements to join us as Head of Care. This must include a proven record of service improvement and the attainment of National recognised care ratings (including Care Quality Commission ratings).</p> <p>Experience of Safeguarding Adults and MCA Dols.</p> <p>Substantial experience and proven track record of line managing staff at a senior level.</p> <p>It is also important that you have a strong understanding of regulatory and statutory requirements, including fire, health and safety, COSHH, Employment Law and compliance with the appropriate Acts.</p>	A/I
<b>B</b>	<b>Education, Qualifications and Training</b>	Method of Assessment
1	Educated to Degree Level Professional Management qualification	A
2	Up to date knowledge and practical knowledge and application of the legislative and regulatory framework which applies to the Care Sector.	A/I
3	An understanding and practical current experience of the use of E-Care systems.	A/I
4	Aware of key agendas in care sector such as the savings agenda, social value, climate change and commercialisation.	A/I
<b>C</b>	<b>Skills and Abilities</b>	<b>Method of Assessment</b>
1	A 'Can do' attitude - able to work positively in a team environment, develop effective partnerships and jointly work with both with internal and external stakeholders to deliver positive solutions.	A/I
2	Understands the requirements to deliver a high level of customer care in the provision of support to older people.	A/I
3	Well developed communication skills both written and face to face. Able to communicate at all levels and present ideas on a range of issues - clearly, simply and effectively.	A/I
4	Able to plan, prioritise and deliver projects and programmes demonstrating a clear vision which can be translated into effective action and delivery.	A/I
5	Able to evaluate commercial information from the analysis and interpretation of written, financial and numerical information.	A/I
6	Development and implementation of policies and procedures to support care delivery.	A/I
7	Well developed information technology skills – Excellent standard in the use of Excel, PowerPoint, Word, and MS Office. Confidence in being	I

	able to develop understanding and subsequent use of other IT systems.	
8	Ability to establish effective performance measures to ensure the achievement and delivery of contracts. Ability to work within the Key Performance Indicators and KPI's to the required quality standards.	A/I
9	Solution driven and acts resourcefully to solve problems and seeks improvement on own initiative.	I
10	Ambitious, energetic and driven to succeed. Charismatic and personable with attention to detail and strong project and contract management skills with high levels of personal probity and ethics.	A/I
11	Embraces change and ability to work in a fast paced and changing environment. Demonstrates ability to lead change and ability to sell new ideas with vision and commitment to both internal and external groups.	I
12	To contribute to building and being part of successful and effective organisation, and participate in teams and working groups	I
13	Sets and meets challenging work objectives within the resources available and is able to work under pressure to achieve deadlines.	I
14	Ability to write complex pieces of work and present to Board/Shareholders, e.g. business cases, award reports, tender documents etc.	A/I
15	Able to generate innovative ideas and practical solutions with colleagues and suppliers as appropriate to improve and develop services in ways which support and enhance SCC Ltd objectives and values	A/I
16	Demonstratable commitment to person centred care delivery and operating with sound values base.	

The job description is not intended to be an exhaustive list of all the duties and responsibilities that may be required on a day-to-day basis. The post-holder may be expected to carry out such other professional and managerial tasks as are commensurate with the grading and wider duties and responsibilities of the post.