**JOB DESCRIPTION**

**JOB TITLE:** Community Manager

**REPORTS TO:** Assistant/Service Delivery Manager

**JOB PURPOSE:** To plan, implement and deliver a quality service to our clients in the community and to ensure the performance of care staff is monitored and maintained in accordance with standards as set out by the appropriate regulatory bodies. To ensure all runs/rotas are updated and all administration is managed and maintained in accordance with Homecare’s standards and as set out by the appropriate regulatory bodies. Maintain and update all records accordingly.

**Client**

* Manage the Client Referral process together with the set- up of new Client care plan within 2 working days and ensure all care staff and Management Information System (Carefree) is updated
* Organise and complete the introduction of care staff to all new clients
* Manage the Amendments process ensuring that care plan is updated within 5 days, care staff are notified and carefree updated accordingly
* Inform the client if their care assistant is late or there is a change to their usual care assistant
* Update all Tasks completed onto Carefree on a timely basis (within 48 hrs)
* Ensure smooth maintenance of existing business and identify areas of further development
* Ensure budgeted hours are met and increased
* Promoting Homecare at all times and report on any potential new areas of business
* Adhere to confidentially and protection of vulnerable adults/children policy at all times

**Care Staff**

To manage, support and develop a team of care assistants by:

* Team Working among care staff, to ensure they abide by the ‘Care Assistant Charter’ of ‘Our Client, Our Team’ to maintain a high-quality delivery of service
* Assist with recruitment & selection of new staff as required
* Manage the rearrangement of work schedules (rotas/runs) of care assistants to ensure ‘Best Practice’ and ‘Quality’ is maintained at all times
* Ensure all client calls are assigned to a care assistant and Carefree is updated accordingly.
* Aim to permanently fill all client calls to designated care assistants in area
* Organise shadowing of all new care staff
* Mentoring of all new care staff and update training department of progress on monthly basis.
* Signing off of mentoring process, completion of 3 month and 6 month probationary reviews.
* Sign off of all care assistant holiday requests and update Carefree accordingly
* Completion of staff assessments
* Completion of annual appraisals with all staff in designated area (annually)
* Deal with care assistant queries in relation to their work schedule and/or clients
* Set up and manage Quality Improvement and disciplinary meetings. Complete full investigatory minutes report to Quality Department
* Completion of Return to work interviews
* Hold team meetings and organizing venues for same
* Attend induction training to give Community Manager Presentation
* Completion of monthly team meetings and Quarterly MAD meetings
* Ensure sufficient levels of personal protective equipment (PPE) are available for care staff and ensure they are wearing these when completing the necessary tasks

**Commissioner**

* Respond immediately to enquiries from commissioner in relation to client issues in conjunction with Client Manager
* Report and record all changes to clients wellbeing
* Report and record all complaints and adverse incidents in conjunction with Client Manager
* Update all Tasks completed onto Carefree on a timely basis (within 48 hrs)

**Recording and Reporting**

* Complete KPI’s (Key Performance Indicators) and report to Line Manager at monthly meeting
* Be responsible for the completion of good quality computer and written records; in line with company policies and procedures, including accurate inputting of information onto Carefree (within 48 hrs)
* Communicate all venues booked for Meetings to Finance (for invoicing purposes)

**Other Duties:**

* Provide information on the area to Communications Coordinator for the company newsletter
* Ensure safety of both Clients and care staff complies with policy by ensuring risk assessments and equipment is in place and serviced accordingly
* Promote effective communication
* Ensure you carry out the necessary training for the job role
* Assist in the training and support of new staff
* To carry out any other duties as specified by your line manager, in conjunction with the business needs

**Personal Development**

* Maintain professional knowledge and competence on both company policies and regulatory standards
* Attend training courses and updates as deemed necessary and in accordance with RQIA regulations and NISCC standards

**Special Conditions**

* This post requires the holder to be flexible as they may need to work early mornings and late evenings. The post holder is required to work every second weekend
* To carry out other duties and responsibilities commensurate with the post and the needs of the organisation in order to develop and maintain service delivery
* The post requires the holder to have a clear disclosure check in accordance with Access NI / Garda Central Vetting Unit

This job description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list. Homecare reserves the right to amend this job description from time to time, according to business needs. Any changes will be confirmed in writing.

You should note that under the Health and Safety at Work legislation you are required to take all reasonable steps while at your work to ensure your own health and safety and of those who may be affected by your acts and omissions at work. You are also required to co-operate fully with regard to the implementation of health and safety arrangements and you should not interfere with or misuse anything provided in the interests of Health and safety at work.

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| **KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED** | |
| **Essential** | **Desirable** |
| * 1 year experience in a management or supervisory role with proven management capabilities in customer satisfaction, problem solving, motivating and leading people and working to deadlines. * NVQ Level 3 or equivalent. * Experience of working with Microsoft packages * Effective communication and proven leadership skills * Ability to maintain accurate and up to date records and care plans in accordance with company policies and procedures and in line with regulatory bodies * Full valid driving licence. | * Third level qualification in health and social care * Experience of working with Carefree * Experience in dealing with complaints; disciplinary and appraisals * Experience in risk assessment * Knowledge of tasks undertaken by care staff or experience working as a Care Assistant |

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|  | **DATE:** |
| **JOB HOLDER:** |  |
| **MANAGER:** |  |
| **HUMAN RESOURCES REPRESENTATIVE:** |  |