**JOB DESCRIPTION**

**JOB TITLE:** Community Manager

**REPORTS TO:** Regional 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 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 MIS system 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

**Care Staff**

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

* 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 updating training dept 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 ( 1per year)
* 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 Team Working among care staff, to maintain a high quality delivery of service
* 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 MIS system on a timely basis (within 48 hrs)

**Recording and Reporting**

* Complete KPI’s (Key Performance Indicators) and report to Regional 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 the in-house management system –Carefree on a timely basis (within 48 hrs)
* Communicate all venues booked for Meetings to Finance (for invoicing purposes)

**General Responsibilities**

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
* Assist the On-call facility in an advisory capacity on a rota basis.

**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 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 may be required to work at weekends on a rotational basis
* 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.