**JOB DESCRIPTION**

**Title** Scheme Manager

**Employed by:** Crossroads Care NI – Charitable Group

**Accountable to:** Operations Manager

**Responsible for:** Senior Care Attendants and Care Attendants

**Hours of Work:**  Full time 35hrs (Mon-Fri) 9.00am – 5.00pm plus on-call duties (rotated)

**Job Summary**

* Be responsible for a designated scheme or schemes, including organising Care Attendant rotas and covering calls when staff are absent.
* To ensure the effective and efficient delivery of a client focussed service, supporting the promotion and provision of emotional and practical support for Carers including Young Carers and carers involved in the In Your Prime Project.
* To assist and support the work of the Operations Manager in ensuring their overall management of the schemes in line with policies and procedures and RQIA and NISCC standards.
* To partake in ensuring the effective 9 am to 5 pm opening of the office and take part in the rota for carrying the out of hours emergency mobile telephone (additional payment applies when carrying the out of hours emergency phone).

**Principal duties and responsibilities**

1. Within the everyday working of the office accept referrals and pass necessary information to the administrative staff to input onto the domiciliary software package.
2. Ensure new packages are implemented and changes in client care needs are implemented in a timely manner, including updating the domiciliary software package accurately and on a real time basis.
3. Ensure effective communication with clients and their representatives and that records in client files are kept up to date.
4. Liaise with Monitoring Manager and/or officers to ensure appropriate paperwork and records are kept in the scheme office and in clients’ homes and to ensure that Crossroads reviews are conducted effectively and efficiently.
5. To co-ordinate and allocate changes to calls including cover for care attendants’ work in their absence, ensuring the domiciliary software package is maintained accurately and on a real time basis.
6. Attend Trust and other reviews as necessary or provide written reports to the Trusts on their reviews in a timely manner keeping appropriate records.
7. Deal effectively with issues/complaints, including medication errors and Quality Monitoring issues and/or results of client surveys/audits, ensuring proper records are kept and report to the client, their representatives, Trust, Operations Manager, Human Resources and RQIA as required

**Staff Management**

1. Be responsible for receiving new starts and inducting them into the scheme in a timely manner, including organising support, work shadowing, training and quality monitoring (spot checks) in accordance with procedure, also ensuring they have a rota of work or cover in a timely manner.
2. Manage and monitor new care staff through-out the probationary process in line with procedure, ensuring completion of new employee probation reports and forwarding copy of these to H.R. Manager.
3. Supervise, appraise and be responsible for and deal with care staff issues, including following informal counselling processes and reporting on issues to the Trust, Operations Manager and Human Resources in accordance with policy and procedure.
4. Inform care staff of issues, new developments, changes as appropriate in a timely manner using appropriate communication methods such as telephone, email, memos, and meetings.
5. Attend team meetings and be responsible for maintaining a record of meetings.
6. Ensure that care staff training is up to date, ensuring they attend mandatory training in a timely manner.
7. Ensure care staff produce information in a timely manner, e.g. client report sheets, car documentation, reports.
8. To conduct interviews for care staff as necessary.
9. Manage leavers in line with procedures, liaising with payroll and HR as required.
10. Update staff records on the domiciliary software package as required.
11. To partake in inducting new scheme managers into Crossroads, as required.
12. In the event of an emergency, undertake Care Attendant duties.

**General**

1. To manage the emergency out of hours phone on a rotational basis, ensuring that a full service is provided over the out of hours times and reporting on issues to the appropriate manner as required.
2. Partake in the 9 am to 5 pm opening of the scheme offices ensuring that enquiries both telephone and written are handled in a timely manner and partake in ensuring the offices are staffed adequately in order to deliver an effective Crossroads service.
3. Provide cover and/or relief for other managers and administrative officers as required.
4. As necessary, to manage the brokerage system for the Northern Scheme, ensuring that it is checked and responded to on a regular basis, and to do the equivalent for the system in place for the Eastern Scheme.
5. Ensure that policies and procedures are adhered to and that RQIA and NISCC standards/codes are met.
6. In conjunction with the Operations Manager, assist with the preparation of monthly information for Head Office to ensure the overall effectiveness of the organisation is met, e.g. call volumes, new referrals, incidents, sickness/absence, compliments and complaints.
7. Provide all necessary support to the Operations Manager to ensure the efficient, effective and most economical running of the scheme, including reviewing rotas and mileage on a periodic basis
8. Be proficient in the operation of the domiciliary software package/system and ensure this is operated effectively and efficiently.
9. Assist with fundraising activities.

Please note that the post holder is required to carry out tasks across all divisions of Crossroads Care NI – Charitable Group.

This job description and the tasks identified are not exhaustive and will be subject to review in the light of changing circumstances. It is not intended to be rigid and inflexible, but should be regarded as a guideline within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.

**Essential Criteria**

* Experience in a Domiciliary Care setting
* Experience of managing staff
* Experience using Microsoft packages in an office environment
* Experience in excellent customer service delivery
* Full driving license, car and business insurance