

Post Overview	
Post	Care Coordinator Duty Manager
Accountability	Registered Managers, Regulation and Quality Improvement Authority, NI Social Care Council, Health and Social Care Trusts, Health and Safety Executive for Northern Ireland
Reports To	Registered Manager
Line Manager To	See Company Organisational Structure
Location	185 Belsize Road, Lisburn, Co. Antrim, BT27 4LA.
Hours and pattern of Work	<p>This is generally a full time post based over a seven-day week. There is an expectation to ensure adequate care provision and monitoring of standards. Ultimately the working hours are dependent on the needs of Rose Lodge and flexibility is required to ensure the safe and effective delivery of care. It is understood that at times there may be a requirement to work additional overtime hours to fulfil the assigned responsibilities. Where available and at times suitably convenient to the employer and employee time in lieu may be taken if hours worked exceed the contracted amount. This is dependent on the assigned duties and responsibilities being fulfilled to the expected standard.</p>
Job Purpose	<p>To ensure the effective and efficient provision of care and ancillary services for Rose Lodge Care Ltd.</p> <p>Specifically, Duty Managers will take ownership of the following areas:</p> <ul style="list-style-type: none"> ○ Care and ancillary rota provision ○ Care and ancillary staff supervision and appraisal ○ Care and Ancillary staff work schedules ○ Care and ancillary staff mentorship/support in accordance with Health & Well- being Strategy ○ Named Carer System ○ Care staff documentation ○ Care staff induction training and personal development in accordance with learning and development strategy ○ Pre-commencement assessments <p>The Duty Manager role is a daily requirement for managing day to day care assistant operations the following primary responsibilities pass to the Duty Manager on duty and are assigned by the most senior (seniority) DM on duty</p> <ul style="list-style-type: none"> ● Rota Management ● Care Staff Induction ● Care staff support ● Pre-commencement assessments (domiciliary)

Major Responsibilities – Duty Manager

Professional Responsibilities	
1	To adhere to the Northern Ireland Social Care Council's Code of Conduct and to promote the standards within this Code to Rose Lodge's registered staff.
2	To familiarise yourself with the DHSSPS Regulations 2007 and Care Standards for Domiciliary Care Agencies and Nursing care homes.
3	To maintain confidentiality in relation to all aspects of service users and staffing affairs that you are party to in the course of your work and to not divulge any of this information to third parties beyond that which is expected as part of your role.
4	To present yourself and act in such a way at all times that maintains your professionalism and portrays a positive image of the company to service users, relatives, fellow staff members, and health care professionals.
Communication Responsibilities	
5	To maintain effective communication channels within the Rose Lodge team to ensure the care delivered is of a continuously high standard.
6	To maintain effective communications with service users, relatives, staff members, Trust representatives, GP's and the multi-disciplinary team as appropriate.
7	To monitor staffing handover periods while you are on duty to ensure they are clear, concise and timely. To intervene when handovers are not being conducted appropriately and provide guidance as to the correct procedure.
8	To arrange and participate in regular staff meetings that are well structured and have a clear agenda.
9	To take part in regular meetings with the Rose Lodge management team
Care Responsibilities	
10	To ensure high quality care is delivered by the care team. To ensure the fulfilment of the Charter of Service users Rights including values of citizenship, fulfilment, dignity, privacy, choice, and independence in accordance with their care plan and assessments.
11	To resolve or where appropriate report any issues or complaints that you become aware of with service users, their representatives, GP's and the multi-disciplinary team in relation to care provision.
12	To operate a keyworker system that ensures all service users have a named carer.
13	To ensure service user's views are listened and responded to
14	To promote Adult Safeguarding and take a leading role in the safeguarding of adults at risk of harm through observations, staff education and awareness.

Human Resources Responsibilities	
15	To assist in the Selection and Recruitment of Care and Ancillary staff as required
16	To manage care and ancillary human resource in the form of Permanent staff rotas, and a weekly rota schedule including ongoing maintenance to manage changes including staff/service user absence etc.
17	To induct care staff in accordance with the NISCC Induction guidelines. And ensure new staff receive a comprehensive and effective induction tailored to the post and highlight where necessary any deficit in the procedures.
18	To implement the training/learning and development strategy ensure all staff are undertake training commensurate with their role.
19	To ensure care and ancillary staff are assisted in their Personal Development planning.
20	To undertake supervision and appraisal of all staff as per company and RQIA recommendations.
21	To assist in the handling of staff grievances, investigatory meetings, disciplinary and industrial tribunal hearings as required.
22	To action record and report all relevant issues of staff misconduct to Access NI, RQIA, PSNI, Trust and NISCC as necessary.
23	To update contracts of employment and notify management as required
Health and Safety Responsibilities	
24	To understand the company's policies and procedures in relation to Health and Safety, Infection Control, Fire and Evacuation and educate staff as to their responsibilities in relation to same.
25	To promote safe and healthy working practices that facilitate a safe, clean and hygienic environment and that infection control procedures are maintained.
26	To report faulty equipment and appliances in a timely manner to Maintenance personnel.
Management Responsibilities	
27	To carry out pre-admission assessments of service users using the appropriate assessment tools ensuring relevant information is captured and shared with keyworkers as appropriate.
28	To create Daily/weekly/monthly work schedules to facilitate good quality care provision
29	To provide clear expectations and leadership to your workforce that motivates and encourages a strong and responsible work ethic. Tasks should be delegated effectively with appropriate support and feedback given.
30	To foster a culture of encouragement and support amongst care and ancillary staff through regular consultation on daily issues to help alleviate difficulties.
31	To report directly to the Registered Manager should any serious adverse event, or issue that could bring Rose Lodge's reputation into disrepute occur.

32	To maintain appropriate staffing cover to support good care provision.
33	To complete accident and incident reports as they occur and copy to Registered Manager.
34	To promote good customer care practices among staff that maintain and build upon the Company's good reputation.
35	To participate in service user reviews as required.
36	To attend the funeral of service users as appropriate.
37	To undertake reception/administrative tasks including answering telephone enquiries, photocopying filing and creating word and excel documents as required.

This job description is not intended to be definitive or restrictive and is provided as a guide to this job role. The job description may be modified from time to time to meet the changing needs of the post. Any amendments will be within reason and will be agreed with the post holder in advance.