

Care team manager job pack

Title	Care team manager
Hours	37 hours per week (74 hours over a two-week period to support 24/7 services)
Salary	To be confirmed
Accountable to	Head of care
Responsible for	Care professionals in your designated area.
Based	Hybrid worker, based around Huntingdon, Cambridgeshire with a willingness to travel across both Norfolk and Cambridgeshire.

About Caring Together

Three in five of us will become a carer at some point in our life. Caring Together is an ambitious regional charity that provides emotional and practical support, information and advice to carers of all ages and their families, as well as opportunities to take a break from their caring role.

Our vision is of a world in which all carers have choices.

About the role

The role of the care team manager is to oversee the safe delivery of care packages to both carers and clients, this will include care packages across our contracted services and private or spot purchase care calls.

Working with a small team of community care workers, you will manage a caseload of clients including delivering care when require. Within your team you will ensure that care workers have undertaken appropriate induction and shadowing and that they receive 1-1 supervisions and appraisals annually. You will work with the care bookings team and head of care to help identify areas for business growth for example private care packages and spot purchase packages of care from the local authority in your area.

Working closely with the head of care you will identify your individual and teams' training needs and hold regular staff meetings. As a role model to new and existing staff you will drive excellence as a standard in everything you do.

You will undertake new assessments and reviews of existing care customers and ensure these are completed to a high level of detail and quality. These care plans and reviews should be completed within the timescales according to risk presentation, internal policies and the clients/carers needs and how they change over time.

This role will also include regular contact with customers we deliver care to and to manage complaints and concerns that are raised. As a Care team manager, you will

have responsibility to help identify and raised safeguarding concerns and escalate these in accordance with the charity's policies and procedures.

Key accountabilities of the role

1. To work alongside the head of care as directed to undertake tasks in line with the charities aims and objectives and strategic direction.
2. To manage a team of care workers to ensure safe and effective delivery of care to our clients and carers.
3. To undertake thorough and robust care assessments including risk assessments for existing clients and new business clients.
4. To ensure care workers receive regular supervision, appraisal, and direct observations and to keep an accurate record of said supervisions/ appraisals and observations.
5. Ensure clients and carers are referred and/or signposted to internal and external services as appropriate.
6. To complete medication assessments and complete medication administration records (MAR charts) and review these according to policies and procedures.
7. To participate in the on-call rota including overnight cover to provide a 24/7 service.
8. To deliver care when required to clients in their own homes according to the needs of the charity.
9. To review care plans in line with charity and commissioners' guidance including children and adults. To disseminate care plans including risk assessments to care staff delivering care. This includes attending both the client's home and/or carrying out assessments in the hospital setting as part of the hospital discharge contracts.
10. To ensure own regular supervision is undertaken and recorded appropriately.
11. Work with acre bookings advisor to ensure that new business assessments are completed in a timely manner.
12. Work with the care bookings advisor to ensure care staff are working within their agreed availability.
13. Recognise and report incidents including safeguarding concerns in line with charity policies and procedures.
14. Respond initially to complaints and concerns raised by families/individuals and to escalate to a senior manager for investigation and resolution.
15. Work closely with the HR advisor learning and development and head of care to ensure care staff are compliant with mandatory training requirements.
16. Attend meetings as needed/required both internally and externally including but not limited to case reviews, safeguarding meetings, group supervisions and managers meetings.
17. To inform management team and HR when there are performance issues, grievances and/or resignations in line with charity policies and procedures.

18. Provide flexible cover for colleagues in the event of annual leave, sickness and changing priorities working as part of a caring team.
19. Attend training courses as directed by your own identified learning needs and/or identified by the registered manager.
20. To carry out other ad hoc projects or tasks of a similar nature, at the discretion of the managers and trustees of Caring Together.

Caring Together is committed to safeguarding and promoting the welfare of vulnerable adults and children and expects staff and volunteers to share this commitment.

We are inclusive. We celebrate multiple approaches and points of view. We are an equal opportunities employer and expect staff to respect the personal choice and lifestyles of colleagues, carers, and people with care needs.

**Care team manager
Person specification**

Requirements	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> NVQ Level 3 in health and social care 	<ul style="list-style-type: none"> Nursing or similar diploma or degree. NVQ Level 5 in Health and Social Care
Experience and knowledge	<ul style="list-style-type: none"> Minimum of 2 years' experience of delivering care in a domiciliary setting or care home or hospital setting. Experience of delivering and assessing the care certificate. 	<ul style="list-style-type: none"> Previous experience of managing care workers/ care staff.
Skills and abilities	<ul style="list-style-type: none"> Highly organised with good attention to detail. Excellent written and verbal communication skills. Ability to write clear and concise care plans based on a person-centred approach. Excellent organisation and time management skills with the ability to prioritise complex tasks against deadlines. Good IT skills and familiar with customer relationship management systems. Ability to maintain a calm approach when faced with conflict. Knowledge of legislative frameworks relating to personal care and delivering regulated activities. 	<ul style="list-style-type: none"> Additional training in management and leadership. Advanced skills in IT including excel and Microsoft. Good understanding and knowledge of Health and Social Care Act and the Care Act and implications in care delivery services. Customer service training.
Personal attributes	<ul style="list-style-type: none"> Able to work as part of a team and under own initiative. Flexibility to work unsocial hours as the role demands. Able to work under pressure and cope well with change. Able to work with stakeholders at all levels. 	<ul style="list-style-type: none"> An enthusiasm for and understanding of carer issues.

	<ul style="list-style-type: none">• A diplomatic approach.• Self-motivated and committed to achieving the ambition of the charity.• UK driving licence and own transport.• Willingness to travel across the region on a regular basis.	
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Application and recruitment process

Closing date and interviews	Please note this is being run as a rolling recruitment process. We will be assessing applications, shortlisting, and offering interviews as the applications are received. The job will close once a candidate has been appointed.
Start date	The post is available immediately, on a full-time, permanent basis.
Referees	The successful candidate will be asked to provide contact information for two referees. It is expected that one of these will be your current or most recent employer.
Proof of qualifications	The person specification for this post lists qualifications that are essential and/or desirable. If you are successful, you will be asked to provide original certificates of these educational and professional qualifications. Please do not enclose these with your application.
Terms and conditions	Full details of the terms and conditions of employment will be made available to the successful candidate.
Annual leave	The successful candidate will be entitled to 25 days (pro rata) annual leave plus statutory holidays (eight days) as well as the option to buy and sell annual leave in accordance with our policy.
Pension	Caring Together comply with all current legislation regarding auto-enrolment into a pension scheme for employees.
Entitlement to work	If you are shortlisted for interview, you will be asked to bring to interview original documentary evidence of your entitlement to work in the UK in line with a list of acceptable documents that we will provide to shortlisted candidates. Please do not enclose these with your application.
Working hours	Caring Together is committed to ensuring a work-life balance for our employees as well as supporting employees with priorities such as caring or other family commitments. We support flexible working patterns and arrangements where these are mutually agreed between the employee and their line manager. The successful candidate will be required to work flexibly at evenings and weekends as required.
Benefits	Full details of the benefits of employment will be made available to the successful candidate.