



JOB PROFILE

Post Title:	Domiciliary Care Manager
Portfolio:	Health and Social Care
Responsible to:	Head of Service, Social Care
Responsible for:	Senior Domiciliary Support Worker and Domiciliary Support Workers
Grade:	E

Job Purpose

To provide high-quality homecare services that support the rights of vulnerable clients to live independently in their own home and to live the lives they choose as far as they are able. The manager is directly accountable to the senior management team,

Main Duties and Responsibilities

1. Efficiently manage the day-to-day functionality of the domiciliary care service.
2. Be responsible for the safe delivery of the service in line with legislative requirements and domiciliary policy and procedures.
3. Undertake training and development to keep up to date with the law, best practice and changes in Health and Social Care policy and government legislation. Apply this knowledge to day-to-day management and delivery of care.
4. Understand and monitor health and safety in the workplace and in the Community.
5. Responsible for maintaining full and accurate records and reporting systems in accordance with legal requirements and to ensure the effective running of the service.
6. Effectively manage and record staff and service users' complaints and incidents
7. Ensure that prior to commencement of each service, a client assessment and risk assessment with the client, and/or their chosen representatives, has been completed including what the service user needs and would like to achieve from their care and support plan.
8. Ensure a written individually tailored confirmation/ contract of care and support plan has been created and agreed by Adult Social Care Case Worker that respects the client's wishes and promotes their dignity and privacy. Agree appropriate risk control measures to reduce and identified risks
9. Apply excellent communication skills with clients, their families and representatives, staff and other health and social care professionals to deliver high-quality homecare services
10. Keep all clients and their families' information secured and confidential.
11. Lead, manage, support and mentor staff
12. Adhere to the code of conduct/confidentiality in the office and be respectful of peers, working cohesively
13. To participate in recruitment and selection processes and staff inductions including probationary reports
14. Identify ongoing training needs and ensure staff are up to date with current best practice
15. Ensure there are sufficient numbers of suitably qualified staff allocated appropriately to meet service needs at all times



JOB PROFILE

16. Provide information, guidance and ongoing supervision to enable staff to effectively and safely carry out their roles.
17. Carry out annual appraisals and monitoring of the Senior and Domiciliary Support Workers performance
18. Ensure all emergency on-call issues are dealt with effectively, such as covering calls either directly or indirectly when care workers are sick or absent
19. Coordinate resource panels for support packages to be agreed by the Adults Social Care and resource panel
20. Attend external multiagency meetings to inform care decisions.
21. Participate in the growth and development of the Service and provision. Work with the senior management team to achieve goals, set targets and deliver the service within budget
22. Provide, quarterly and annual reports to Head of Service Social Care.
23. Complete regular quarterly audits of client's files and case notes.
24. Undertake ad hoc monthly visits to clients to observe staff care and address any concerns both from client and staff
25. Allocate resources and monitor performance to deliver high-quality homecare support to service users.
26. Manage all aspects of the staff team and provide sound leadership to ensure staff are clear about their respective duties and responsibilities and have the support they need to carry out their roles safely.
27. Provide advice, guidance and support out of hours as necessary. To participate with in an on- call rota for every alternate week
28. To ensure the Safeguarding of Vulnerable Adults is implemented into the daily practice of staff delivering the service. Ensure that the Domiciliary Staff Team has undertaken training. Responsibility of the Domiciliary Manager to ensure that any Safeguarding Concerns are communicated immediately to the Social Care Adults Team
29. This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

Special Conditions

- Willingness to work flexibly and to keep knowledge and skills up to date.
- Potential exposure to abusive/physically aggressive clients
- Participate in on call rota biweekly
- Support any Emergency Planning / Incidents as need arises



JOB PROFILE

Core Competency Framework

Competency	Level
Professional Development: Requires Professional Competency standards met	ii
Planning & Delivery of Work: Plans and organizes work to meet objectives whilst achieving quality and value for money. Identify information needs and ensures delivery to plan in a timely and effective manner. Recognises good and tackles poor performance	iii
Analysis and use of Information: Outputs, including the evaluation of policies, projects and programmes are evidence based and decision making and solutions are established by interpreting trends	iii
Decision Making: Solves problems that have significant short-term implications for the directorate and assesses the impact of decisions made. Decisions are formed based on trends, patterns and causes rather than just symptoms and is evidence based and made in compliance with policy guidelines	iii
Working with Others: Engages effectively with senior managers and other stakeholders using a range of communication mechanism, and shares and implements good practice with all.	iii
Communication: Varies language and content by explaining and using examples to ensure understanding of audience. Highlights key points for summary from detailed and complex documents.	iv
Influencing and Persuading: Encourages, provides and is receptive to constructive feedback to improve performance of self and team. Remains constructive when disagreeing or challenging and ensures alternative approaches to work are effective in meeting the organisation and individual needs.	iii
Dealing with Change: Presents the business need for change and encourages and enables employees to contribute to and focus on the positive aspects of change as well as anticipate any obstacles.	iv
Continuous Improvement: Sets SMART objectives for team and evaluates them and where necessary motivates team members to improve and develop their performance	iii
Managing Resources: Gains respect and credibility from team members through effective delegation, coaching and development.	iv



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
NVQ L5 in Health and Social care or equivalent, or be willing to work towards a relevant management qualification	E	√	
Drivers Licence Class A and C	E	√	
Safeguarding Level 1, 2 and 3	E	√	
Manual Handling	E	√	
Basic First Aid	E	√	
Knowledge & Experience:			
Extensive experience in working with vulnerable people, home care, sheltered and domiciliary care.	E	√	√
Experience of building positive working relationships with people who use services and their families, staff and other health and social care professionals	E	√	√
Extensive experience of understanding the principles of high-quality person-centred care and support and non-discriminatory care practice	E		√
Extensive experience of leading and developing an effective staff team including recruitment, training, supporting and supervising staff	E	√	√
Extensive experience of care services, risk assessment and person-centred care and support	E	√	√
Good understanding of the regulatory responsibilities of a Registered Manager and the law relating to domiciliary care services.	E		√
Knowledge of health and safety matters in relation to homecare services and risk management	E		√
Knowledge of how to recognise abuse and safeguarding procedures	E		√
Experience of financial management	D		√
Skills and Abilities:			
Ability to understand the needs of people who require care and support at home and the provision of homecare services in line with best practice	E		√



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Understanding of systems to maintain confidentiality in relation to customers, staff and the business	E		√
Excellent communication skills.	E		√
Ability to plan and organise workloads effectively so clients receive the services they expect	E		√
Good administrative skills and computer literacy	E		√
Ability to maintain clear written and electronic records and to follow statutory reporting procedure	E		√
Ability to implement SHG policies, procedures and instructions	E		√
Ability to work flexibly to ensure the safe delivery of the service	E		√
Personal Attributes:			
Caring and compassionate towards people in need of care and support	E		√
Respect for people suffering from a range of medical conditions with different backgrounds and beliefs to your own. Strong commitment to non-discriminatory care practice	E		√
Commitment to always respecting the rights of clients and to promoting their privacy, dignity and independence throughout their lives	E		√
Self-motivated and keen to learn. Willing to seek guidance when needed and follow instructions	E		√
Excellent timekeeper and reliable	E		√
Professional, smart appearance	E		√
Co - lead and manage junior and bespoke staff	E		√
Ability and capacity to prepare strategies and conjure ideas that will both cope with changing environments and consider the various challenges that lie ahead.	E		√
Other:			
Willingness to work flexibly – some evening work may be required.	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E		√



PERSON SPECIFICATION

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

Add in here a Professional or Career Progression Cadre competency framework or reference an Appendix A and append details.