



JOB PROFILE

Post Title:	Community Care Centre Residential Manager
Portfolio:	Health & Social Care
Responsible to:	Head of Social Care (Service Delivery)
Responsible for:	Deputy Community Care Centre Manager
Grade:	TC/Band H

Job Purpose

To improve the lives of all within our community and help the island thrive by delivering the changes needed in our organisation. The Community Care Centre Residential Manager will be a key member of the Portfolio's team and work closely with the Adult Services Team Manager to lead social work practice with Vulnerable Adults living in residential care with care needs. A distinct focus is required to work towards UK standards around regulated activities.

This is an opportunity for an individual who can think creatively, enjoys developing skills and practice within others, and is able to think and develop ideas. We are looking for a passionate and caring individual.

Main Duties and Responsibilities

1. Responsible for ensuring the smooth and effective operations and development of a range of services carried out at the Community Care Centre, in accordance with the Directorate's strategic plan and policies.
2. The post holder will be responsible for the safe management and leadership of the service to ensure that service users residing or accessing the CCC receive a quality service that meets their holistic needs.
3. Develop and introduce appropriate operational systems, procedures, care protocols and social care practices to ensure high standards of care for residential, day and respite services. Care provisions are based on individual 'needs led' assessment, planned delivery of care, co-operative key-working and regular reviews with staff.
4. To maintain a value base within the service that is in line with good practice and person centred care.
5. Contribute to and develop the Safeguarding guidelines by advocating for all residents; maintaining and improving living conditions at the Community Care Centre.
6. Deliver an effective service for all residents with care needs, based on a social care model of supporting as much as possible, independent living and emphasizing individual's abilities and wishes.



JOB PROFILE

7. To ensure all residents have individual care plans in line with their needs and wishes, which is safely actioned in respect of the care and support that they require to meet their needs. Such care plans should be frequently reviewed in line with changing needs.
8. Work in partnership with Adult Social care in respect of assessed needs, plans and reviews.
9. To work in partnership with residents, staff, allied professionals and community organisations to deliver a high quality residential care.
10. To manage and oversee staff to ensure that allocation of duties, development, support and supervision, are effectively carried out.
11. Responsible for staff recruitment alongside HR selection and induction criteria/process. In conjunction with all staff, identifying individual/necessary training needs and ensure training is delivered in a timely manner.
12. To manage and ensure the maintenance of accurate and appropriate records pertaining to daily care and incident/accidents.
13. To keep up-to-date with evidence based care practices and review with staff.
14. To undertake regular meetings and feedback with staff, incorporating training, leadership and governance.
15. Communicate with all levels of care and advocate for progression of skills and leadership, for all staff to have the opportunity to gain higher levels of care.
16. The post holder will ensure that the service has suitable accommodation, equipment, staffing ratios, trained staff, person centred care offer, healthy and nutritious food, meaningful activities and opportunities in the best interests of the individual.
17. The post holder will ensure that the service provided is in compliant with health and safety and fire safety, and meets the required standard to ensure the safety of staff and service users.
18. The post holder will ensure that the service remains within the budget in line with the wider directorate budget.
19. The post holder will form part of an on call rota and will therefore be available to work outside of ordinary working hours, which may include shift patterns. The role may also be required to work evenings, weekends and occasional public holidays in order to meet service requirements in respect of service user needs.



JOB PROFILE

20. The post holder may be exposed to what is considered to be challenging behaviours, the provision of personal and intimate care, inclusive of all areas of work expected at all levels within the service setting.
21. The post holder will be expected to model good practice within the service setting and any other service setting within the directorate in order to achieve good practice standards in all care settings on St Helena.
22. Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Special Conditions

A requirement to support other services across the portfolio has needed when emergency arises.

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.

Core Competency Framework

Competency	Level
Professional Development: Requirements for Continuous Professional Development met and when necessary submitted to Professional Institute in order to continue recognition of professional status	iii
Planning & Delivery of Work: Ensures appropriate resources and levels of capability are available to deliver to plan. Promote and enforce appropriate organisational rules and procedures and lead by example in managing business relationships.	iv
Analysis and use of Information: Interprets complex written information. Assesses the validity, relevance and limitations of different sources of evidence, and generates a range of options and appraises them based on evidence available.	iv
Decision Making: Clarifies highly complex and disparate information to inform decision making, while also facilitating others to take creative decisions and generate solutions to meet organisational needs.	iv



JOB PROFILE

Considers internal and external influences in complex decision making and problem solving including significant long-term implications these may have on the organisation.	
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: Recognises and anticipates the needs of senior managers and government officials and influences to maintain a balance between individual motives and directorate requirements, and ensures strategies to support a diverse workforce are implemented. Varies style of communication to have maximum impact on audience and presents unpopular messages confidently.	iv
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:			
Qualification in social work and or nursing at a degree level will be the required standard (Degree equivalents accepted).	E	√	
A current registration with the HCPC or equivalent registration body to demonstrate continued CPD and maintained practice at this level.	E	√	
Registered with the relevant body to demonstrate continued CPD and maintained practice at this level such as Social Work England	E	√	
Valid Driving Licence Class A is essential	E		
Knowledge & Experience:			
Relevant skills, knowledge and practical experience in leadership at this level. It is essential that the post holder is able to demonstrate a significant work history in relation to this area of practice and leadership.	E	√	
NVQ assessors qualification and practice educator qualification Train the Trainer	D	√	
Relevant leadership/ management qualification.	D	√	√
Relevant strategic experience within the care sector in order to act up where required.	D	√	√
Previous experience of being a safeguarding board member.	D	√	√
Skills and Abilities:			
Ability to work with partner agencies with strong negotiation skills and being solution focused	E	√	√
Understanding and championing of anti-discriminatory and anti-oppressive values core to Social Care practice.	E	√	√
Excellent people management skills	E	√	
Good budget management skills	E	√	
Excellent written and verbal communication skills to communicate at all levels including variety of other agencies as well as members of the public, residents and their families, members of NGOs seeking to contribute gifts to the residents, MLCs or senior officials such as HE the Governor, MPs from UK CPA,	E	√	√



PERSON SPECIFICATION

FCO/DfID personnel who visit the CCC when visiting the Island.			
Other:			
Willingness to work flexibly – evening and weekend 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		√

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.