

Job Title: House Leader	
Reports To: *Care Centre Manager (CCM) or Head of Person Centred Care/Head of Care (dependant on location)	Reporting to Job Holder: Carers
<p>Overall Purpose:</p> <p>To assist the * Care Centre Manager (CCM) or Head of Person Centred Care/Head of Care (dependant on location) and to work in partnership with clinical care teams to deliver high quality, customer focused and person centred services to Centre customers which maximises their independence and quality of life within a safe and secure environment. To provide effective leadership and management of all care services delivered within a designated House ensuring compliance with current regulatory requirements. To contribute to the continuous improvement and development of care services within the Centre to meet the needs of current and prospective customers.</p>	
<p>Principal Accountabilities:</p> <p><u>Planning and organising</u></p> <ul style="list-style-type: none"> • To maintain a person centred culture and approach to support the delivery of high quality, customer focused and person centred services to customers within a designated House in order to maximise their independence and quality of life. • To ensure that up to date and accurate person centred care plans for customers within a designated House are developed and maintained on the care planning system. • To act as keyworker with allocated customers (see keyworker guidelines). • To administer prescribed medication and/or homely remedies, maintaining accurate records in compliance with current legislative requirements. • To ensure that customer are supported and encouraged to participate in the social calendar of the Centre. • To ensure that staffing resources are planned, managed and deployed at all times within a designated House in order to deliver safe and quality care. • To be responsible for the safety and security of Centre buildings, as required by the * Care Centre Manager (CCM) or Head of Person Centred Care/Head of Care (dependant on location) and to liaise with and report to the * CCM and/or Head of Person Centred Care/Head of Care any matters of concern. • To participate in the implementation of quality assurance programmes within the Centre as required by the * CCM or Head of Person Centred Care/Head of Care (dependant on location) . • To assist the * CCM or Head of Person Centred Care/Head of Care (dependant on location) in the preparation of costed business plans for person centred care services within the centre. • To contribute to the recruitment, retention and development of suitably skilled, qualified and experienced colleagues to meet service needs. • To ensure the effective implementation of Ben’s policies and procedures within a designated House. • To contribute to the maintenance of the Centre’s management information systems. 	

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- To ensure that effective reporting procedures are maintained with the Centre's senior management team.

Business focus

- To assist in the implementation and maintenance of the standards required by legislation related to the registration of the Centre.
- To comply with current Fire, Health & Safety at Work, Environmental Health and associated legislation by ensuring that Ben's policies and procedures are implemented within a designated House and that safe procedures and practices are carried out at all times, following appropriate reporting arrangements as required.
- To promote and maintain a safeguarding culture within a designated House ensuring that Ben's safeguarding procedures and protocols are effectively implemented in order to maintain a safe and secure environment for customers.
- To identify issues relating to a customer's care and vulnerability, and to support care planning and risk assessment which safeguards the individual, seeking guidance where appropriate from the * CCM and/or Head of Person Centred Care/Head of Care (dependant on location) .
- To undertake robust and comprehensive investigations of incidents and complaints as directed by the * CCM or Head of Person Centred Care/Head of Care (dependant on location) and that outcomes are recorded and reported in line with Ben's policies and procedure.
- To ensure compliance with Ben's protocols and requirements on maintaining confidentiality.

Communication

- To ensure all communications and interactions with customers, relatives and other stakeholders is effective, sensitive and professional.
- To maintain effective communication and collaboration with GP's, other medical professionals, the wider multi-disciplinary team within the Centre and other outside agencies to meet customers, social, emotional, health and welfare needs.
- To provide effective handovers, sharing significant information with appropriate members of the Centre's senior management team.
- To communicate and engage with the care team for whom the post holder is responsible to ensure they are fully informed about matters which affect their day to day work and practice and develop their knowledge and understanding of Ben as an organisation.

Budgetary control

- To contribute to the development of annual budget proposals to for care services.
- To regularly monitor and manage allocated staffing budget ensuring that it remains within agreed financial limits.
- To identify opportunities for costs efficiencies within allocated budget whilst maintaining the quality of service delivery.

Managing performance

- To promote and maintain a positive and inclusive leadership and management culture which motivates, involves and engages colleagues for whom the post holder is accountable.
- To contribute to the delivery of a culture of performance and service excellence within care services.

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- To ensure the effective leadership, management coaching and development of care colleagues for whom the post holder is responsible including the consistent application of the performance review process.
- To contribute to the assessment and evaluation of the quality and effectiveness of care services provided to customers and assist in the development of service/standards improvement plans to enhance the customer experience. To implement any agreed service/standard improvement plan within a designated House.
- To support colleagues to engage on Continuous Professional Development (CPD) opportunities, specialising in particular areas of person centred care.

Stakeholder relationships

- To represent Ben and the local Centre in a positive manner, welcoming all visitors and, where appropriate, liaising with the local community and multi-disciplinary teams.

Achieving customer service excellence

- To contribute to the delivery of a consistent level of high quality services to all customers and visitors to the Centre, ensuring an experience which often exceeds expectations and that the Centre is viewed in a positive way.
- To promote a culture which recognises, respects and values diversity and equality of opportunity for our customers and colleagues.

Additional duties

- To undertake continuous professional development (CPD) activities to improve performance.
- To undertake ad hoc projects as required by the * CCM and/or Head of Person Centred Care/Head of Care (dependant on Location).
- To undertake any other duties specified from time to time by the * CCM and/or Head of Person Centred Care/Head of Care (dependant on Location).

This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.

Deliverables – Key Measures:

Planning and Organising

- To deliver personal and social care services within a designated House following person centred principles and practice to ensure that customers physical, social and emotional needs are met whilst ensuring their dignity, choice, and independence are maintained at all times.
- To undertake assessments and produce care plans which meet identified customer needs based on a person centred approach.
- To ensure that colleagues for whom the post holder is responsible have the appropriate skills, knowledge and understanding to work to person centred care principles and practices.
- To conduct regular audits and participate in quality assurance programmes to evaluate the standard of designated care services provided to customers in order to ensure a high standard of service delivery is maintained.
- Excellent care standards and practices are maintained at all times.

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- Reporting and recording systems are accurately maintained to support a healthy, safe and secure environment for customers and colleagues within a designated House and for visitors to the Centre.
- To ensure that all organisational policy and procedures are applied within a designated House to support decisions made and that they are of least risk.
- To ensure care services within a designated House operates consistently and is compliant with the relevant regulatory frameworks.
- Safeguarding issues are identified and reported in a timely manner and in line with legislative and organisational requirements.

Communication

- Excellent working relationships are maintained with other professionals and agencies who work with the Centre to provide a welcoming, safe and secure environment for customers and visitors.
- Customers, relatives and other stakeholders are informed about the services provided by the Centre.
- To ensure that all Ben information is communicated accurately and on time so that colleagues working in a designated House are knowledgeable about matters that affect their day to day working lives and about the wider organisation.

Budgetary Control

- Allocated staffing expenditure is regularly reviewed and cost efficiencies are identified where appropriate, agreed with the * CCM or Head of Person Centred Care/Head of Care (dependant on location) and implemented.
- Staffing budget is managed to agreed levels.

Managing Performance

- To meet Key Performance Indicators (KPI's) for a designated House and support the * CCM or Head of Person Centred Care/Head of Care (dependant on location) to meet KPI's for care services.
- Agreed improvements identified as a result of audits or other quality assurance initiatives are implemented within agreed timescales.
- Opportunities are arranged on a regular basis to engage with Colleagues and gain their contribution to improving the care services delivered within a designated House and to improving their working environment.
- Issues with colleagues' performance for whom the post holder is responsible are avoided or managed by implementing performance review or other appropriate management processes.

Stakeholder Relationships

- Stakeholder awareness and knowledge of the services provided by the Centre and is improved.

Achieving Customer Service Excellence

- Feedback from customers about the quality of the care services provided within a designated

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House is positive and that customers' expectations have been met or exceeded.

- Customers and colleagues experience a positive and engaging environment where they are treated with respect and their differing needs are recognised, valued and responded to appropriately and they can be confident that disrespectful and/or discriminatory behaviour is effectively challenged and managed.

Additional Duties

- To support effective and efficient business operations by working across all Houses within the Centre as required.
- Accept ad hoc projects as required by the * CCM or Head of Person Centred Care/Head of Care (dependant on location).

PRIDE values

To embody and deliver the role of House Leader in line with our values:

Passionate

Respectful

Inclusive

Driven

Empowered

Experience required:

- Experience of leading, managing, coaching and developing a team to deliver high quality person centred care services to customers in a residential care or similar environment.
- Experience of effectively managing staffing resources (including rota planning) to ensure safe staffing levels are maintained at all times.

Technical Knowledge:

- Apprenticeship standards Level 4 (Lead Practitioner in Adult Care) or equivalent qualification.
- Knowledge of the principles of person centred care.
- Knowledge of the legal framework relating to the provision of personal and social care services.
- Knowledge of assessment and care planning using a person centred approach.
- Evidence of CPD.

Other significant role requirements:

- Demonstrate all of the Core Behaviours for this role.
- Proven track record in demonstrating excellent care practice.
- Effective written communication skills to prepare reports and other documents related to the care services, its customers, and colleagues for whom the post holder is managerial accountability as required.
- Able to use initiative.
- Ability to plan rotas/shift patterns in line with the needs of the service.
- Ability to work autonomously, prioritising simple and complex tasks.
- Ability to engage effectively with customers, relatives and other stakeholders to promote and

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raise awareness of the Centre and its services.

- Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to customers and colleagues.
- Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery.

Date updated: November 2018