

## **Job Description – Peripatetic Manager**

### **Reports to:**

Quality and Improvement Manager

### **Job Purpose:**

A hands-on, passionate, supportive, and commercially minded leader, you will inspire a culture of continuous improvement and two-way communication to ensure residents needs are met in a person-centred way. You will be working in the true sense of peripatetic manager and could work across any of the homes in our portfolio for any given amount of time depending on the support needed in that home.

### **Key Accountabilities:**

- Ensure the service meets all legal and statutory requirements including (but not limited to) those related to fire regulations, health and safety at work, employment, Care Standards Act and relevant legislation including that all appropriate statutory notices are displayed.
- Ensure that the relevant regulatory and commissioning bodies' standards are achieved and that all colleagues are trained to understand and operate at this level.
- Ensure sufficient and appropriate levels and mix of colleagues are recruited and rostered in accordance with resident requirements at all times.
- Lead the implementation of new services, drives referrals and admissions, and share best practice with other sites and the wider team.
- Provide support to existing Home Managers in day-to-day operations ensuring that the service meets the organisational requirements for quality management, health and safety, legal and regulatory requirements, environmental policies and general duty of care.

### **Knowledge and Understanding:**

- A detailed knowledge of the regulatory and statutory requirements associated with adult social care is essential.
- Well established commissioner and regulator relationships with a proven track record of running successful social care services, building key stakeholder relationships, and influencing change.
- A strong background of successful care home or specialist care service management is essential, preferably with knowledge of implementation of new services and leading excellence in care.
- Demonstrable understanding of the key business activities associated with leading a care home, specialist service or supported living operation.
- Communication is a major part of the role, regularly dealing with demanding and difficult situations, which require highly developed and well-practiced communication and interpersonal skills.

**Skills:**

- Previous experience managing care homes as a CQC Registered Home Manager
- Turnaround skills and experience
- Have high quality standards
- Hold a 'good' or 'outstanding' CQC report in your name as a CQC Registered Home Manager
- Can do and driven attitude; you are a leader who likes to lead by example with high-quality care at your core value.

**Experience and Qualification:**

- A detailed knowledge of the regulatory and statutory requirements associated with social care is essential.
- Previous people management experience.
- Experience of managing a budget and working to a business plan.
- Knowledge of a care setting and the needs of older people.
- Experience of working to targets and associated results.
- Experience of working in a customer focused environment
- Level 5 Leadership in management or equivalent.
- Full UK driving licence and ability to travel as required.

**Key Activities:**

- Making sure that CQC regulation standards are adhered to.
- Provide expert operational advice and support.
- Support and monitor business plans and budgets for each location.
- Monitor compliance with Health and Safety legislation in each location.
- Establish and maintain good relationships with key stakeholders.
- Support in raising the profile of each home and company through effective marketing. Ensure all stages of an enquiry are correctly managed in the home. Develop the team to support enquiry management and to assist in delivering the marketing ethos.
- Provide operational support where required.
- Develop and implement company policies, procedures, and associated documentation to ensure that our homes meet regulatory requirements and continually improve the service offering.

- Support Home Managers with auditing as part of our overall governance framework and support the homes with any actions required as a result of these audits.
- Manage the implementation of such software and technology used by the business as part of care delivery including the use of PCS care planning and recording system.
- Ensure that routine safety checks are completed, and that appropriate documentation is available in the homes.
- Ensure and support colleague development with specialist advice and training.
- To be a highly visible member of the senior management team.
- Provide effective leadership and management skills.
- Advise on and develop specialist care services with the homes.
- Support homes to understand and provide dementia friendly environments.
- To ensure that complaints are dealt with sensitively, within time scales and where appropriate lessons learned are disseminated to promote positive change.
- To ensure lessons learned from incidents and complaints, and examples of best practice are shared widely.

This job description outlines the main Key Activities (duties and responsibilities) of the post; it is not intended to be an exhaustive list.

From time to time the post holder may be asked to carry out additional reasonable tasks as appropriate to the needs of the business. As such this role definition will be subject to revision as required.

**Name** \_\_\_\_\_

**Signed** \_\_\_\_\_

**Date** \_\_\_\_\_