

## House Manager

### JOB PURPOSE

To take full responsibility for the management of the House/Flat/Shift to provide the highest quality of care and support to Service Users in accordance with Company policies, procedures and practices and the standards set by the Regulatory Body.

KEY TASK AREAS AND RESPONSIBILITIES (other responsibilities will be defined locally)

Service Users (as defined by the service e.g. Young People / Young Adult)

- Ensure that staff support Service Users in the implementation of their individual life skills and key skills programme in their House/Flat and the Community
- Supervise and support Service Users within the House/Flat in accordance with their personal/pathway plans and the policies, procedures and practices of the Home
- Identify a staff member with Key Worker Responsibilities for Service Users
- Ensure that all the relevant personal/pathway plans for Service Users are in place, accurate, up to date and are adhered to by staff
- Ensure that accurate and appropriate entries are made in Service Users records, diaries and reports as necessary, strictly in accordance with Company and local policies, procedures and practices
- Oversee and ensure that all staff are effectively managing challenging behaviour, enabling service users to develop from a position of needing external control, toward self control
- Ensure that appropriate activities are organised and participated in and that they enable Service Users to take part in a wide variety of activities
- Safeguard all Service Users within the Home and ensure their safety and wellbeing
- Work with the team and ensure that referrals and applications are made as and when necessary and within the set time frames e.g. Safeguarding, Deprivation of Liberty
- Assist the Registered Manager/Deputy to the Registered Manager in ensuring that the Home/s meet the standards set by the Regulatory Body at all times and report any short falls or areas in need of attention/correction effectively and without delay
- Work positively and effectively with relatives, advocates and others involved with Service Users

- Monitor and ensure that all Service User's personal financial transactions are recorded and administered in accordance with individual placement agreement, and Company and Regulatory Body policies and procedures
- To monitor and evaluate the risk assessment process
- Provide direct care and supervision, as required, to Service Users in the Home, including providing occasional cover for staff absence as necessary
- Liaise with staff from other departments to provide a consistent approach to all aspects of Service User care
- Participate in the rota for care of Service Users as part of the care team including sleep-in duties as required

#### Staff

- Take charge of the day to day management including people management issues of the House/Flat/Shift as required
- Assist in the recruitment, training and ongoing development of staff as required
- Undertake agreed delegated management responsibilities on an ongoing basis, in support of the Registered Manager/Deputy to the Registered Manager, for example supervisions, annual appraisals, probation reviews, return to work meetings and manage sickness and absenteeism, involvement in disciplinary, capability, grievance and other people management procedures in accordance with Company policy
- Support the Registered Manager/Deputy to the Registered Manager in exercising their responsibilities, including representing the Home as required
- Oversee and support Team Leaders to coordinate staff between homes/flats/shifts as required for reasons of cover
- Raise awareness of Company policies and procedures and standards set by the Regulatory Body to staff members
- Provide regular supervision and annual appraisals in accordance with company policies and standards set by the Regulatory Body
- Conduct Return to Work meetings for direct reports manage sickness and absenteeism in accordance with Company policy
- Ensure that Team Leaders carry out supervisions, probation reviews, annual appraisals, return to work meetings and manage their staff in line with Company policy and standards set by the Regulatory Body
- Ensure that regular team meetings are conducted in line with Company policy and standards set by the Regulatory Body

- Delegate responsibilities based on competence of staff and needs of the Company and review in order to promote teamwork and communication
- Ensure and/or undertake verbal debriefs with staff as required and necessary and ensure relevant paperwork is completed
- Ensure any areas of insufficient staffing levels are reported to the relevant manager and that cover is provided to meet shortfalls
- Attend and chair formal reviews and Person Centre Planning meetings as delegated
- Hand over to other staff and teams as required
- Ensure that staff exhibit the values set out by the Company and uphold standards of behaviour in accordance with Company policies

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#### General

- Ensure awareness that the service operates to agreed budgets and contribute to keeping within these budgets as instructed
- Exercise vigilance in respect of Health and Safety and promptly report all hazards and/or remedy them where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others.
- Operate at all times in accordance with company policies and procedures, with particular reference to Safeguarding, Adult/Child Protection, Complaints and Representations and Behaviour Policies
- Report issues and/or incidents relating to staff and Service Users that have arisen in the day promptly to the relevant Line Manager or appropriate person
- Carry out on call duties as required
- Participate in training and take responsibility for personal development
- Organise and participate in team meetings, supervisions and annual reviews in accordance with Company policy and the standards set by the Regulatory Body
- Work to promote the Centre as a valued, professional asset within its community and also to promote a culture that individuals and staff conduct themselves at all times in a manner that reinforces this image Ensure that all actions taken are in the interests of the Service Users and the Company.
- To work to and exhibit the values of the Company and maintain standards of behaviour in accordance with Company policies, procedures and practices
- To carry out any other reasonable and relevant duties as required

