

Job title: Head of Care Operations	
Reports to: Care and Support Services Director	Reporting to job holder: Care Centre Managers
<p>Overall purpose: To provide strategic leadership and operational oversight to the organisation's three Care Centres. With a strong focus on clinical and regulatory compliance, the post holder will assume the roles of Nominated Individual for CQC and organisational Clinical Lead. Brining clinical and social care leadership experience the Head of Care Operations will ensure our services are delivering the highest quality of residential and nursing care to our residents whilst ensuring continuous improvement across all Ben's residential care settings.</p>	
<p>Principle accountabilities:</p> <p><u>Planning and organising</u></p> <ul style="list-style-type: none">• To lead the development and embedding of a culture and approach within the centres which places equal focus on clinical and person centred aspects of care supporting the delivery of high quality, customer focused services to customers to maximise their independence and quality of life.• To work with the Care Centre Management teams to ensure quality assurance programmes are developed and consistently implemented within services.• To work with the Care Centre Management teams to develop strategic plans for the services.• To work with the Care Centre Management teams to develop costed business plans for the services.• To work with the Care Centre Management teams to develop best practice models of care for the services.• To ensure suitably skilled, qualified, experienced and highly motivated Care Centre Management colleagues are recruited, retained and developed to meet service needs.• To ensure the effective implementation of Ben's organisational policies and procedures within the services.• To be the organisation lead responsible for the development and review of Care policies and procedures which support the delivery of high quality clinical and person centred services.• To keep up to date with innovations and developments in the field of older and disabled people's care, ensuring our models and ways of working are based on current best thinking and practice.• Provide clear, inspiring and confident management and leadership to Care Centre Managers, ensuring they are supported to meet the demands of their roles.• Contribute to the overall strategy for Care and Support Services, taking ownership and responsibility for the performance of the regulated Care Services aspect of Ben's operations. <p><u>Business focus</u></p> <ul style="list-style-type: none">• To ensure the organisation implements and adheres to the standards required by legislation related to the registration of each service.• To ensure the services comply with current Fire, Health & Safety at Work, Environmental Health and associated legislation by ensuring that Ben's policies and procedures are implemented appropriately and that safe procedures and practices are carried out at all times, via regular audit and oversight.• To ensure the services operate a safeguarding culture ensuring that Ben's safeguarding procedures and protocols are effectively implemented to maintain a safe and secure environment for customers.• To ensure robust and comprehensive investigations of incidents and complaints happen and that they are recorded and reported in-line with internal policies and procedures, legislation and regulation. <p><u>Communication</u></p> <ul style="list-style-type: none">• To promote a culture which ensures all communications and interactions with customers, relatives and other stakeholders is effective, sensitive and professional.• To maintain effective communication and collaboration with internal and external stakeholders, promoting Ben's services, reporting on performance and responding to issues.	

- To communicate and engage with Car colleagues 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 ensure all Centre Management teams develop achievable annual budget proposals to deliver the agreed business plan.
- To regularly monitor allocated budgets and work with Centre Management teams to effectively manage the financial resources ensuring the Centres operate within agreed financial limits.
- To identify opportunities for costs efficiencies and business development whilst always maintaining the quality of service delivery.

Managing performance

- To create and embed an open, positive and inclusive leadership and management culture within the care team which motivates, involves and engages colleagues and results in a high quality of working life.
- To create and maintain a culture of performance and service excellence within the services.
- To ensure the effective leadership, management coaching and development of Care Management colleagues including the consistent application of the performance review process.
- To lead organisational wide assessment and evaluation of the quality and effectiveness of services provided to customers and develop and agree service/standards improvement plans.
- To provide opportunities for Care Centre Management teams to engage in Continuous Professional Development (CPD),
- To lead the development of quality and compliance assessment tools and practice, highlight the good and developing improvement plans where necessary.
- To ensure there are robust internal audit procedures and processes implemented across all services and where necessary remedial action is taken.
- To develop and report on Care KPIs, providing reasons for variation and details of appropriate improvement actions to the Director and Board as necessary.

Stakeholder relationships

- To effectively represent and promote the services within the local communities and nationally where appropriate.
- To be the main contact for CQC and other regulatory/statutory/sector bodies as required.

Achieving customer service excellence

- To ensure all Care and other colleagues contribute to the delivery of consistent high quality services to all customers and visitors to the services, ensuring an experience which often exceeds expectations and that the Centre is viewed in a positive way.
- To work with Marketing colleagues to ensure robust, organisation-wide customer satisfaction data is gathered and that this is used to inform strategy development across all services.

Additional duties

- To undertake ad hoc projects as required by the Care and Support Services Director.
- To be the Nominated Individual for the purposes of CQC and to be the main point of contact for all communication.
- To be the organisational Clinical Lead - ensuring services are regularly audited to ensure adequate clinical governance arrangements are in place.
- To undertake continuous professional development (CPD) activities to improve performance.
- To ensure senior management cover within the Centre is maintained at all times in conjunction with the

- To undertake any other duties specified from time to time by the Care and Support Services Director.

Deliverables – Key measures:

Planning and organising

- To provide management and leadership which ensures that customers clinical, physical, social and emotional needs are met whilst ensuring their dignity, choice, and independence are maintained at all times.
- To ensure that assessment and care planning processes and practices are implemented within the services to meet identified customer needs based on a person-centred approach.
- To ensure the services delivers best practice at all times.
- To ensure that the Care Centre Management teams have the appropriate skills, knowledge and understanding to work to person centred care principles and practices.
- To conduct regular audits and take the lead in quality assurance programmes to evaluate the standard of services delivered to customers to ensure a high standard of service delivery is maintained.

Business focus

- To ensure that effective reporting and recording systems within the centres are maintained to support a healthy, safe and secure environment for customers, colleagues and visitors to the centre.
- To ensure that all Ben's policy and procedures are applied within the services to mitigate risks and maximise residents' independence and autonomy.
- To ensure all services are compliant with the relevant regulatory frameworks in all aspects of their activities.
- To ensure all safeguarding issues are identified, reported, managed and resolved in a timely manner and in line with legislative and organisational requirements.

Communication

- To ensure excellent working relationships are maintained with regulatory bodies and other professionals and agencies who work with Ben's services
- To ensure our customers, relatives and other stakeholders are informed about the services provided by the Ben.
- To ensure that all Ben information is communicated accurately and on time so that colleagues within the care teams are knowledgeable about matters that affect their day to day working lives and about the wider organisation.

Budgetary control

- Personal and social care services expenditure is regularly reviewed and business development opportunities and cost efficiencies are identified and agreed with the RM and implemented.
- All care services budgets are managed to agreed levels.

<p><u>Managing performance</u></p> <ul style="list-style-type: none"> • Key Performance Indicators are met for all care services. • Information and data is analysed from initiatives to review and evaluate the quality and effectiveness of the services provided to customers and that improvements identified are delivered within agreed timescales. • Appropriate arrangements are implemented to facilitate care colleagues' engagement with and contribution to improving the services delivered to customers and to improve their working environment and experience. • Ensure that issues with colleagues' performance within the care team are avoided or managed by ensuring that performance review or other appropriate management processes are initiated and followed. <p><u>Stakeholder relationships</u></p> <ul style="list-style-type: none"> • Stakeholder awareness and knowledge of services provided by Ben is improved and the improvement is evidenced. <p><u>Achieving customer service excellence</u></p> <ul style="list-style-type: none"> • Feedback from customers and other stakeholders about the quality of personal and care services provided is positive and that customers' expectations have been met or exceeded. <p><u>Additional duties</u></p> <ul style="list-style-type: none"> • To ensure effective and efficient business operations. 	
<p>PRIDE values</p> <p>To embody and deliver the role of *insert Job Title in line with our values:-</p> <p>Passionate Respectful Inclusive Driven Empowered</p>	
<p>Experience required:</p> <p>Experience of successfully managing a health and/or social care service(s), in the position of Registered Manager or above.</p> <p>Experience of successful Clinical Management/Leadership.</p> <p>Experience of leading, managing, coaching and</p>	<p>Technical Knowledge:</p> <p>RGN/RMN and currently registered with the NMC.</p> <p>Knowledge of the legal framework relating to the provision of clinical and residential care services.</p> <p>Knowledge of safeguarding legislation and best practice.</p> <p>Excellent knowledge of change management and</p>

<p>developing a large team to deliver high quality care services to customers in care settings.</p> <p>Experience of setting and monitoring budgets and ensuring value for money and that allocated financial resources are used effectively.</p>	<p>leadership in care services using a person-centred approach.</p> <p>Evidence of CPD.</p> <p>NVQ Diploma (Level 5) Leadership and Management for the Health and Social Care sector or equivalent.</p>
<p>Other significant role requirements:</p> <p>Demonstrate the Core Behavioural competences for the role (see Behavioural Competencies information). Effective written communication skills to prepare documents, reports, policies and procedures etc. Effective influencing skills to deliver positive outcomes for Ben, its customers, colleagues and stakeholders. Demonstrate negotiating skills to achieve effective solutions. Effective performance management skills. Proven track record in working whilst under pressure, maintaining control and confidence. Ability to utilise resources to meet operational objectives. Ability to audit existing day to day practice and identify scope for improvement and influence necessary changes. Ability to make sound business decisions with evidence Ability to successfully manage change to deliver service improvement Ability to engage effectively with customers, relatives and other stakeholders to promote and market the Ben, 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.</p>	
<p>Date updated:</p>	

Author: HR

Version:

Date:

