

WIN HEALTHCARE LIMITED

CARE SERVICES MANAGER

JOB DESCRIPTION

JOB TITLE: Care Services Manager

REPORTS TO: Registered Manager

The Care Services Manager is responsible for planning, organising, directing and coordinating the day-to-day delivery of care services, including the effective management of staff, care packages and operational resources. The postholder will ensure that care is safe, person-centred, responsive and delivered in accordance with company policies, contractual requirements and regulatory standards, under the overall direction of the Registered Manager.

ESSENTIAL TASKS

Main Duties and Responsibilities

- Plan, organise, direct and coordinate the day-to-day delivery of safe, effective and person-centred care services.
- Manage care packages from referral and assessment through to commencement, review and closure.
- Complete and oversee care needs assessments, care plans and risk assessments, ensuring they remain accurate and up to date.
- Coordinate staffing, rotas and resources to ensure all care visits are safely covered.
- Lead, supervise and support care staff, including induction, competency assessments, supervision, appraisal and performance monitoring.
- Monitor staff practice through field supervision, spot checks, record audits and service-user feedback.
- Manage the care management system and ensure staff complete care records, daily logs and MAR charts accurately.
- Oversee medicines management, safeguarding, incidents, accidents, complaints and compliments, escalating serious concerns to the Registered Manager.
- Conduct regular quality assurance audits and prepare performance and improvement reports for the Registered Manager.
- Ensure corrective actions identified through audits, incidents, complaints and reviews are implemented and monitored.
- Maintain effective communication with service users, families, commissioners, health professionals and multidisciplinary teams.
- Make appropriate professional referrals, including occupational therapy assessments and requests for changes to care packages.
- Chair or coordinate staff meetings and ensure actions are recorded, allocated and completed.
- Support staff investigations, disciplinary and grievance procedures under the direction of the Registered Manager.
- Participate in the on-call system and manage operational emergencies, escalating significant matters appropriately.
- Ensure the service operates in line with company policies, contractual requirements, safeguarding procedures and CQC standards.
- Support service development, workforce planning, business continuity and continuous improvement.

WIN HEALTHCARE LIMITED

- Deputise for the Registered Manager within the limits of delegated authority

ESSENTIAL EXPERIENCE AND QUALIFICATIONS
--

- Minimum three years' experience in health and social care, including at least two years in a senior, supervisory, care coordination or management role, with responsibility for staff, care planning, quality monitoring and service delivery.
- Level 5 Diploma in Leadership and Management for Adult Care, or equivalent. Candidates with Level 3 must be willing to work towards Level 5.
- Experience in managing care services, staff, rotas, audits, care planning and service quality.
- Knowledge of CQC standards, safeguarding, risk management and relevant care legislation.
- Strong leadership, communication, organisational and problem-solving skills.
- Competence in electronic care systems and Microsoft Office.
- Satisfactory Enhanced DBS, references, right-to-work and qualification checks.
- Mandatory, role-specific and ongoing training will be provided.