

Harbour Rise



Outstanding 



Registered Manager

May 2021

Harbour Rise

Quality | Care | Together

Rest Home and Day Care Centre

Harbour Rise

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Harbour Rise

A WARM WELCOME TO HARBOUR RISE

As owners of Harbour Rise, we would like to thank you for expressing an interest in becoming a part of our team based in this picturesque area of Paignton, Devon.

We took ownership of Harbour Rise in 2007 and have since invested heavily, with the comfort of the elderly at the forefront of our minds at all times. We have consistently listened to our residents and their families and acted on their feedback. We are very proud that these investments, alongside the dedication of our staff, have delivered exceptional results.

Harbour Rise is one of only 3% of Care Homes in the UK to be rated “Outstanding” by the Care Quality Commission, a fact which gives us immense pride and is a reflection of the extremely high standard of care provided here. In addition to this achievement, our business and our staff have received several awards in recent years for the top quality care which is provided in this unparalleled setting.

Our vision for Harbour Rise is not yet fulfilled and we are determined to not only maintain our “Outstanding” rating in the future but to continue to drive our business forward; increasing our efficiency, professionalism and care standards even further.

You will find that we are different in many ways to other care homes and it is these differences which underpin our success. We have developed a warm, family atmosphere in our home and build long-term, quality relationships with our residents and their loved ones. We do not use Agency Staff and invest heavily in our employees to support their development. This means that our staff take huge pride in working at Harbour Rise and stay with us for many years – we have staff who have worked with us for over 30 years and we employ multiple generations of family members.

The role of Registered Manager here is a fantastic opportunity for a driven, ambitious individual, to play a influential part in our continued development whilst maintaining the cornerstones of our success to date.

We hope that this brochure helps to bring this unique opportunity to life, and we look forward to meeting you.

Mark & Cecile Edwards
Owners & Directors



Mark & Cecile

Harbour Rise

THE OPPORTUNITY

This is not a regular vacancy, we are an Outstanding Business looking for an Outstanding Candidate.

Our current Registered Manager has been a part of our business for more than 30 years and has delivered exceptional results alongside our teams. Taking the baton and continuing to drive standards even higher is a considerable challenge but one which will excite and inspire the right individual.

This role may be right for you if you have a genuine passion for care and are looking for the space, accountability, and trust to take full responsibility for implementing new ideas and approaches to continue our push for improvements in our service.

These improvements must be achieved whilst maintaining the inclusive, family culture which underpins our success.

We are looking for a commercially-minded leader, who will support and challenge our teams and who will apply critical, innovative thinking to the challenge of improving our business further.

For the right candidate, this may be a once in a career opportunity. That said, we also offer a market-leading salary & benefits package as well as the opportunity to work alongside an ambitious and talented team.

All of this whilst working in one of the countries top care homes, located in picturesque South Devon.



ROLE PROFILE

At Harbour Rise, the Registered Manager: Summary:

- ✓ Takes ownership of the strategic objectives of the business and seeks to innovate and continuously improve the service proposition.
- ✓ Manages the residential establishment safely and in accordance with the organisation's exceptionally high standards.
- ✓ Maintains a warm, caring environment in which residents retain their self-respect, individuality, and independence.
- ✓ Leading the Care Team in providing an unparalleled standard of emotional and physical care and always promoting the health and wellbeing of residents.

Reports to: Owners/Directors

Works with: All staff, residents and their families, Medical Professionals

Manages: All staff. Head of Care, Office Manager and Team Leaders will report directly to the Manager.

The main outcomes:

Leadership:

Provide inspirational and effective leadership

- ✓ Provide inspiring leadership to the staff team, guiding the implementation of our vision, mission and values into operational practice.
- ✓ Work closely with the senior management team and the owners in development and delivery of strategic and business plans for the organisation both in the short, medium and long term.
- ✓ Accept responsibility and be accountable for day-to-day activities, provide an example for others to follow, create an open, positive, collaborative and inclusive culture.
- ✓ Develop effective relationships with the key stakeholders in the business, including employees, residents and clients and their families, GP's, etc. Maintain a positive public image.
- ✓ Maintain excellent relationships with the Registration Authority complying with legal and statutory requirements and representing the Home as the Registered Manager.
- ✓ Maintain a comprehensive and up to date knowledge of developments within the sector.
- ✓ Network with partners.

Service Improvement:

Continuous improvement of our high-quality service proposition

- ✓ Translate strategic direction into operational improvement planning, driving improvement from an already “Outstanding” rating to higher heights.
- ✓ Gain and act on feedback including from staff, stakeholders, people we support and their families, people we work with
- ✓ Encourage all staff to share ideas and progress on service improvement and ensure regular communication with staff on progress.
- ✓ Contribute to the annual business plan with measurable objectives, covering all present and planned services.
- ✓ Ensure that the policies, procedures and risk assessments are accurate, up-to-date, regularly reviewed and that staff understand them. Development of new policy and procedures where required.
- ✓ Oversee the development and implementation of efficient, accurate and appropriate quality assurance, monitoring control measures and practices, in relation to all services provided.
- ✓ Keeping audits and reviews up to date and act upon results where and when necessary.

Operational Management:

Takes ownership of the day-to-day standards

- ✓ Manage services ensuring that they are provided at the agreed time, to the agreed specification and quality, and are consistent with individual assessments and person-centred plans and that these are reviewed at least monthly.
- ✓ Review, manage and develop key processes, policies, procedures, records and systems to ensure that they meet best practice requirements, national standards and the requirements of our regulator and ensure staff are trained to use these.
- ✓ Complete CQC notifications and complete necessary mandatory documentation such as PIR's (alongside Directors)
- ✓ Overall responsibility for health and safety of our residents, members of staff and visitors, ensuring that services are delivered using safe systems of work and do not endanger the health and safety or welfare of anyone who provides or receives them.
- ✓ Regularly and frequently seek the views of people we support and their families. Act on constructive feedback received as appropriate. Ensure concerns and complaints are dealt with promptly and effectively as per policies.
- ✓ Ensure compliance with the service specifications agreed with the Local Authority purchasers.
- ✓ Proactively manage occupancy levels within the services, developing strategies to maximise occupancy and pricing levels.
- ✓ Maintain all records required and complete all required reporting.
- ✓ As part of your role, you may be required to work out of hours, evenings or overnight, and will be part of the on-call rota.

Financial Management:

Ensure that the resources of the business are being used efficiently and for the benefit of our residents and staff.

Purchase stock and ensure budgetary control of consumable items for delivery of all services at best price. Monitor and control the use of these resources, promoting efficient data collection, reporting and analysis

- ✓ Authorise the purchase of equipment and maintenance or replacement for day-to-day operations within budgets.
- ✓ Contribute to the development of new services and contribute to reports/ proposals for the purchase of new or replacement equipment.
- ✓ Contribute to the control of expenditure against targets.
- ✓ Develop and maintain an awareness of relevant financial and management information taking corrective action as appropriate.
- ✓ Contribute to the work of the Owners in the preparation of the budgets for services.

People Management:

Support and grow the Harbour Rise family.

- ✓ Recruit, retain, support and develop staff and volunteers within budget ensuring staffing levels are maintained. Includes formal and informal learning and development, embedding reflective practice.
- ✓ Promoting the concept of lifelong learning for staff, volunteers and the people we support.
- ✓ Implement staff development processes including appraisal, supervision and personal development plans for all staff and retain staff.
- ✓ Work with staff team to continue the development of a culture which reflects organisation values, ensures respect, is positive, collaborative, open and honest.
- ✓ Identify opportunities to make this an even better place to work.
- ✓ Manage training framework for staff team.
- ✓ Manager Human Resources framework for staff team.
- ✓ Influential communicator who gains the support, trust and confidence of colleagues and involves colleagues in key areas of activity and decision making.
- ✓ Minimise interpersonal conflicts by ensuring that values, standards of behaviour and performance are understood and observed, and that problem dealt with.
- ✓ Ensure that the capacity and skill mix requirements for the service are reviewed frequently, in line with agreed levels of service and operational demands. Monitor staff usage, ensuring a close match between staff capacity available and need.
- ✓ Lead staff recruitment ensuring people we support are involved in the process in a meaningful way, and that such processes provide equality of opportunity.
- ✓ Delegate to team members where appropriate and review such delegation at appropriate intervals to ensure effectiveness.
- ✓ Prioritise own work, setting and agreeing measurable objectives as appropriate.
- ✓ Make regular assessments of progress, ensuring that any significant delays are dealt with satisfactorily.

Information Management:

Ensure that information within the business is secure and flows through the appropriate channels in a timely and efficient manner.

- ✓ Act as an ambassador to represent the heart and face of the home to key decisionmakers building a sound reputation within the local community and ensuring our services remain 'services of choice'.
- ✓ Ensure compliance with information management regulations including working with colleagues to make changes required to comply with new General Data Protection Regulations.
- ✓ Chair meetings such as team meetings and care reviews ensuring that they are conducted in a manner which promotes involvement, understanding and achievement of objectives.
- ✓ Ensure that financial records relating to service user monies and petty cash are monitored and administered effectively in line with Project policy.

PERSON SPECIFICATION: REGISTERED MANAGER

At Harbour Rise, the Registered Manager will have the following Skills and Experience:

EXPERIENCE

Knowledge of and ability to apply relevant legislation and guidance including the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, Care Quality Commission (Registration) Regulations 2009 and the Care Act 2014 and the Health and Social Care (Safety and Quality) Act 2015.

Diploma in Leadership for Health and Social Care Level 5, or equivalent management qualification.

Thorough knowledge of health and safety management, MCA, DoLS and safeguarding.

A knowledge and understanding of the current legal responsibilities and standards of the service, including the need for the management and delivery of person-centred care.

Comprehensive knowledge of CQC and other relevant regulatory bodies.

A minimum of 5 years' experience in a health and social care.

At least 2 years relevant experience in an operational management capacity in a health and social care setting.

Experience of managing a Care home.

Experience of managing an effective team.

Understanding of welfare and benefits system.

SKILLS, KNOWLEDGE AND ABILITY

Strong commercial acumen and strategic mind - know how to make a positive difference within a heavily regulated sector.

Demonstrate a sensitive and supportive approach to the people we support, always maintaining their dignity and self-respect.

An effective communicator with an influential style.

Strong partnership skills and ability to build and maintain excellent relationships internally and externally.

Able to innovate, network and collaborate to progress the organisation and make the most of opportunities.

Advocacy and negotiation skills.

Effective and efficient rota design and management

Marketing and brand communication skills

Demonstrated ability to support and guide staff and supported people to plan services and report progress. Coaching skills desirable

Skilled in assessment, support planning, recording and report writing, and in directing case management.

Excellent skills in managing and prioritising time and resources.

Ability to use Microsoft Office and bespoke organisational IT systems.

Working practice that incorporates equality, diversity, and inclusion principles at all times.

Ability to respond professionally, flexibly, calmly, and quickly in a crisis.

Calm, patient, level-headed, kind, caring, compassionate.

Ability to develop and promote positive working relationships with individual service users, their family and professional colleagues.

A positive attitude to change.

PERSONAL ATTRIBUTES

You will be a team player, energetic and hardworking.

You will be a good communicator and influencer.

You will have a positive outlook and a sense of humour - a 'glass half full rather than half empty'.

You will be proud to hold responsibilities for the wellbeing of the people we support and our Employees and their professional development.

You will be passionate about offering the best possible services

OTHER

You must be able to work within the vision, mission, values, policies and practices of the organisation.

Harbour Rise

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Rest Home and Day Care Centre

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