

# Job Description and Person Specification



## Job Description

<b>Job Title</b>	Community Resource Manager
<b>Grade</b>	9
<b>Service</b>	Housing with Care
<b>Reports to</b>	Service Manager
<b>Location</b>	City wide
<b>Job Evaluation Code</b>	Y5319D



## About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### Purpose of the role / Output

Under the direction of the Service Manager, to direct, supervise and work with Assistant Managers and their teams, deploying resources and ensuring flexible, high standards of care and support is provided for individuals in their own homes. To be the Registered Manager for CQC registered services including short term reablement services and mobile nights.

## Main Duties & Key Accountabilities

Ensure that the rights of the individuals who access our services are upheld and always promoted, ensuring the principles of choice, dignity, respect, privacy, empowerment, and fulfilment are maintained.

Assist the Service Manager in the effective operation of the Service taking responsibility as the Registered Manager for specific areas of service provision as required.

Ensure each new person coming into our provisions is assessed, and we work with them and others (where appropriate) to develop the support plan and that support plans are implemented and reviewed in line with procedures.

Organise or delegate the work allocation and re-allocation on a daily basis to meet the needs of the Services. Arrange or delegate the arrangement of sickness/holiday cover within agreed parameters, as required to ensure that the service is maintained, if necessary, by directly undertaking care.

Ensure you and your management team provide a safe working environment in accordance with Health and Safety requirements, taking action to prevent and reduce risks, reporting accidents, defects and repairs promptly to the appropriate agency. Implement and monitor the risk assessment process.

Undertake individual and team supervision, keeping appropriate records and assist the Service Manager in identifying and meeting the development needs of individuals and teams, including the planning and delivery of effective induction for new starters ensuring appropriate conduct and practice and taking remedial action where necessary.

Ensure high standards of best practice and conduct are maintained under the guidance of the Service Manager, taking remedial action where necessary.

Ensure that resources are effectively deployed to accommodate current and new work commitments.

Ensure that effective communication systems are established and maintained.

Participate in liaison with the Service Manager and others in the establishment of monitoring systems. Provide statistics regarding targets met as stated in the business plan.

Ensure that accurate records are kept for each individual, procedures are adhered to at all times and that the service procedures is adhered to and updated regularly.

Participate in the personnel function, including capability, discipline, recruitment and selection and monitoring the probationary period for new staff.

Demonstrate a commitment to the personal development of self and others, attending training sessions to meet identified learning needs and taking lead responsibility for staff development under the guidance of the Service Manager.

Participate in, arrange, organise and chair staff meetings. Support the Service Manager in the formulation and achievement of the aims, objectives and development plans for the service.

To inform the Care Quality Commission of any complaints/allegations and notifiable incidences received in respect of registered services and to be involved in responding to complaints concerning registered services, including investigation and monitoring as agreed and initiating follow-up action as required.

To work with all staff to ensure that all services deliver a person centred, empowering service to people eligible to social care within the requirements of the CQC Standards and City Council's Policies and Procedures.

To ensure that all services deliver the quality professional practice and standards required of it through the maintenance of regulatory and legal requirements and relevant departmental policies and procedures and identified training.

To liaise with and maintain a constructive relationship with Care Quality Commission.

To participate in 'on call's and manage the 'on call/ rota for Older People provision internally.

Any other duties and responsibilities within the range of the salary grade.

### **Core Knowledge**

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.
- To identify hazards, initiate risk assessments, record the significant findings and implement any necessary control measures
- To check and document that the working environment is safe; equipment, products and materials are used safely; that health and safety procedures are effective and complied with and that any necessary remedial action is taken
- To inform, instruct, train, supervise and communicate with employees and provide them with equipment, materials and clothing as is necessary to enable them to work safely; to complete the health and safety induction checklist for all new employees at the commencement of their employment
- To report all accidents, incidents and near miss events, undertake an investigation into the cause and take appropriate remedial action to prevent recurrence

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

## Key relationships

<b>External</b> Care Quality Commission Health Partners including General Practitioners Age UK	<b>Internal</b> Social Work Teams Commissioning Human Resources Finance
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## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

### Staff managed by postholder:

Assistant Managers

Senior Mobile Night Workers

Short Term Coordinator



## Person specification

<b>Job Evaluation Code</b>	Y5319D
<b>Knowledge</b> <ul style="list-style-type: none"> <li>• High quality care practices, including CQC registration requirements and effective quality and monitoring systems</li> <li>• Departmental policies and procedures.</li> <li>• Departmental Policies and Procedures</li> <li>• Relevant health and safety issues including the risk assessment processes.</li> <li>• Equality, Diversity, and Inclusion and anti-discriminatory policy and practice</li> <li>• Relevant legislation and guidance in social care and its application.</li> </ul>	
<b>Skills and Abilities</b> <ul style="list-style-type: none"> <li>• Written and verbal communication skills, including writing reports and service plans.</li> <li>• Able to assess the needs of people who are eligible for social care and their carers.</li> <li>• Able to organise allocation of cases, prioritising where necessary to ensure a service that meets standards.</li> <li>• Able to support and develop direct reports and teams to provide a service that meets standards.</li> <li>• Able to set and maintain high standards of care practice</li> <li>• Able to analyse information/data and take appropriate action</li> <li>• Able to lead, influence and motivate others as part of a team</li> <li>• Able to act as a role model of care practice and to coach, guide and develop others in providing personal care and support when necessary</li> <li>• Able to take responsibility for ensuring that the service provided is meeting objectives.</li> <li>• Able to participate in the development and implementation of team and service improvement plans.</li> <li>• Able to develop and maintain relationships with other agencies.</li> <li>• Able to work with staff, people who use services and their carers to lead and deliver change within services</li> <li>• Able to deal effectively with conflict and challenging situations.</li> <li>• Able to supervise staff, plan and chair meetings.</li> <li>• Able to develop, implement and review support plans to meet the assessed needs of the service users</li> </ul>	
<b>Experience</b> <ul style="list-style-type: none"> <li>• Experience in managing the provision of community care services to meet the assessed needs of adults and/or children</li> </ul>	
<b>Qualifications</b> <ul style="list-style-type: none"> <li>• DipSW, CSS or CQSW, NVQ 4 in Health and Social Care, QCF Level 5 or any other qualification which meets CQC's registration requirements for a registered manager</li> </ul>	



<b>Special Requirements</b>	
<ul style="list-style-type: none"> <li>This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).</li> </ul> <p><b><i>N.B For posts subject to Protection of Children or Adults requiring assistance due to age, illness or disability please delete as Appropriate</i></b></p>	

<b>Date Created</b>	14.03.23	<b>Date Reviewed</b>	
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