

London Care PLC

Job Description – Branch Manager

Summary

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1. Function

The Branch Manager's role is to ensure that the local office of which they are in charge runs smoothly and in such a way that London Care's Service Users are served in accordance with the Company's policies and procedures and in line with the Company's Aims and Objectives. He/she is responsible for seeing that services are delivered to a consistently high quality, within budget and in such a way that meets the needs of Service Users.

2. Responsibility and Authority

The Branch Manager is responsible for and has commensurate authority to carry out the following duties:

- 2.1 To ensure the day-to-day operation of the local office and the care support services operating from it, involving direct line management for a team of Client Care Co-ordinators and Care and Support Workers.
- 2.2 To manage the local office and the care support services operating from it within budgeted targets
- 2.3 To promote and fulfil the Aims and Objectives of London Care Plc as defined in the company's Statement of Purpose.
- 2.4 To promote anti-discriminatory practice as per the company's Equal Opportunities Policy (QPD002).
- 2.5 To participate as required in the multi-disciplinary assessment of Service User needs and the subsequent planning of Service User care.
- 2.6 To define special care needs based upon identification of specific clinical problems, and to monitor and review as appropriate.
- 2.7 To liaise as needed with external professional care organisations (e.g. CPNs, chiropodists, GPs and other nursing professionals) in respect of developing a total package of care for a Service User.
- 2.8 To report to the Directors of the Company periodically and on request on activity levels and outcomes for Service Users.
- 2.9 To conform to the UKHCA Code of Professional Conduct and to the National Minimum Standards for Domiciliary Care in relation to the operation of care support services.
- 2.10 To participate in Staff, Team, Management and any other meetings as directed by the Board of Directors.
- 2.11 To comply with all Policies and Procedures of the Organisation, as appropriate, in particular:

- 2.11.1 To oversee and participate in staff supervision, development, training and performance appraisals and to keep/oversee the keeping of records accordingly as per company procedures.
 - 2.11.2 To provide computer-generated reports of all complaints, accidents, incidents and untoward events in accordance with written Policies and Procedures.
 - 2.11.3 To ensure that the day-to-day Care Services are operated in accordance with the Organisation's Health & Safety policy.
 - 2.11.4 To award pay enhancements where applicable (as per company policy) and to ensure that computer records are correctly adjusted accordingly.
 - 2.11.5 To check and sign off the application forms of all new care and support staff cleared to work.
 - 2.11.6 To ensure that all pertinent details on Service Users are obtained and recorded in line with the National Minimum Care Standards.
 - 2.11.7 To oversee service quality monitoring in line with the company's procedures.
 - 2.11.8 To ensure that work is allocated to care support staff in such a way that allows staff to fully and properly discharge their duties and that prevents double booking and 'call cramming'.
 - 2.11.9 To ensure that invoices are accurate and up to date and checked for errors.
- 2.12 To undertake any other tasks reasonably requested by the Directors/Senior Management of the company.

3. Relationships

The Branch Manager observes and maintains the following relationships:

Superiors – he/she is accountable to the Board of Directors.

Subordinates – he/she is responsible for the Client Care Co-ordinators and Care or Support Workers (and any other staff, such as Administrators or Quality Monitoring Officers) based at the local office under his/her control.

Other company personnel – he/she has frequent contact with the Payroll and Invoicing Departments and with the IT Manager and the Contracts and Compliance Manager in the course of carrying out his/her duties.

Others – he/she has frequent contact with other professionals such as Social Workers, Local Authority Care Managers, District Nurses, GPs etc.

Relatives, neighbours and friends of Service Users – he/she may have contact with a Service User's family and/or acquaintances in the course of his/her duties.

4. Person Specification

Essential	Desirable
Can demonstrate a thorough belief in and understanding of the basic principles of community care.	Two years' managerial experience and/or previous experience of co-ordinating care services
Can demonstrate a good standard of literacy and numeracy, including writing of letters and reports.	
Good interpersonal skills.	Foreign language skills.
Can demonstrate a basic understanding of IT, including the use of e-mail and the internet.	Microsoft Office and database skills.
A proven record of leadership and teamwork skills.	Proven track record of budget management and sales experience.
Willingness to obtain NVQ Level 4 in management.	NVQ level 4 in Management or equivalent.
	Full UK driving licence.