



JOB DESCRIPTION

JOB DETAILS

JOB TITLE:	General Manager
HOURS:	40 hours per week
REPORTING TO:	Regional Manager

JOB SUMMARY

Reporting to the Regional Manager, the General Manager is responsible as the registered manager in charge of the home.

The General Manager will lead and manage the operation, working closely with their management team providing strong leadership and inspiration, to ensure the highest standards are achieved in all areas of the home including relationship centered care, clinical compliance, hospitality services and business performance.

JOB SPECIFIC RESPONSIBILITIES

Leadership and Management

- Overall responsibility of the home managing all direct reports.
- Manage the recruitment and training of the team; ensuring training targets are met and team are competent in their roles.
- Manage rotas and ensure correct team member levels and skill mix within the home on a continual basis.
- Lead, support, empower and inspire direct reports to deliver outcomes for the home.
- Overall responsibility for the supervision, appraisal and performance management of the team, supporting them to achieve their potential.
- Lead the team to ensure they are all aligned with the Hallmark vision and are operating from the Hallmark Charter.
- Lead regular communication with residents, relatives and external stakeholders.
- Manage financial budgets to ensure revenue and income targets are met.
- Develop a business plan for the home on a yearly basis to present to the Senior Management team
- Ensure all reporting is completed accurately and on time.
- Ensure that all regulatory and statutory requirements are met and company policies and procedures are adhered to.
- Ensure any requirements from internal and external audits are actioned within the timescales required.

Clinical Care

- Manage the Clinical Care Manager to ensure that an outstanding level of relationship centered care, dementia care and clinical care is being delivered within the home.
- Ensure care plans are regularly audited and that they are appropriate to the residents needs and reflect the care being delivered.

Hospitality Services

- Manage the Hospitality Services Manager to ensure the highest standards are being achieved in the dining experience, cleaning, laundry and home maintenance.

Customer Relationship

- Support the Customer Relationship Manager to ensure that the home has strong links and is integrated as part of the local community.
- Ensure occupancy targets and fee levels for the home are achieved.
- To actively engage with residents in conversation and meaningful occupation related to their lifestyle choices at a level and pace that values the individual and respects their dignity and communication differences.
- To respond in a timely way to residents who are distressed (calling out, calling for help, knocking or making noises that suggest the need for support) or seek assistance if you feel unable to respond appropriately.

Health and Safety

- Overall responsibility for Health & Safety within the home for team, residents and visitors.
- Ensure risk assessments are completed within the home and safe working practices are being followed.
- Ensure equipment and environment is safe within the home.

JOB DESCRIPTION RECORD

This job description reflects the current main organisational priorities for the position. These priorities may develop and change in consultation with the post holder in line with needs and priorities of the business.

Post holder's signature:

Date:

PERSON SPECIFICATION

	Essential Criteria
Qualifications/Education	<ul style="list-style-type: none"> Registered Managers Award / ILM 5 in Management or equivalent (Desirable) RGN / RMN qualified (Desirable)
Experience	<ul style="list-style-type: none"> Minimum of two years management experience in a care home Proven track record in a care home environment delivering quality care and achieving budgets set Proven track record leading, empowering, supporting and motivating the team Experience delivering high quality relationship centered care (Desirable) Experience of commissioning a new home (Desirable for new homes)
Skills/ Knowledge	<ul style="list-style-type: none"> Strong leadership and management skills Strong business acumen Excellent written, non-verbal and verbal communication skills Knowledge of finance / budgets and producing business plans. Strong knowledge of and competence in Microsoft Office applications and Windows based operating environments –Excel, Word, PowerPoint, Outlook, Explorer
Personal Qualities	<ul style="list-style-type: none"> Reliable and punctual Able to adapt to change Approachable Confident Diplomatic Enthusiastic Flexible Influencing skills Listening skills Negotiating skills Patient Positive attitude Self-motivator Flexible approach to working hours - able to work occasionally outside of normal hours. Ability to promote a professional image for the company at all times Ability to travel to other homes where needed for training / support Able to adapt to the Hallmark culture