

About Care in Mind

Care in Mind is a CQC registered provider offering publicly funded specialist mental health supported residential placements to the NHS and Local Authorities across the North of England.

We mainly work with young people and young adults aged 16-25 with significant mental health difficulties who are often leaving the hospital or secure care and who require a higher level of support on discharge than other services can provide.

Our residential placements can also sometimes provide an alternative to hospital admission, freeing scarce beds for those for whom admission is the only option. In this way, we are able to assist in the objectives of the government strategy paper 'Future in Mind', by providing alternatives to inpatient beds and reducing lengths of admission.

As an employee of Care in Mind you will be entitled to the following benefits;

- Enhanced company pension**
- Enhanced maternity/paternity leave**
- Minimum of 30 days holidays**
- Company sick pay**
- Recruit a friend scheme**
- Employee of the year awards**
- Employee Assistance programme/counselling service**
- Free on-site parking**
- Paid DBS check**
- Online shopping discounts**

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Care in Mind Vision



STRONG TEAMS WITH GOOD LEADERSHIP

Clinically led senior management team ensuring a consistent care-driven approach at all levels within the organisation



INNOVATION

Doing new things to achieve positive outcomes

SCM - Boundary See Saw - Safe Homes Therapeutic Risk Management Model & Training



WORKING TOGETHER

Core principle of "No decision about me without me"

Collaborative Care - Planning - Service User Coordinators



THERAPEUTIC RISK MANAGEMENT

Co-produced risk management plans underpinned by safe supportive techniques

STAR Risk Assessment - 24/7
On Call Relational Security supported by TRUSST training
Facilitating Resilience



SATISFIED STAFF WHO FEEL VALUED

Robust staff support, development and engagement

Reflective Practice
Supervision - Staff Support
IPDR - CIM Academy - Team Briefs - Staff Engagement Events - CPD



GOOD COMMUNICATION

Internal communication structures and Close Partnership Working with other agencies

CPA Meetings - MDT Review - Stakeholder Feedback



VALUING FAMILIES AND CARERS

Finding innovative ways to involve families and carers

Family Therapy - Virtual Parents and Carers Group being developed - Friends and Family Test Parent and Carer Engagement Events



ACHIEVING GOOD OUTCOMES

Evidence of good qualitative and quantitative outcomes

Mental Health Recovery Star - Education - AQA Awards

JOB DESCRIPTION	
Job Title:	Residential Manager
Division:	Care in Mind Residential Services
Reports To:	Residential Services Manager
Contract:	Permanent
Salary:	Salary £27,913 - £36,644.31
Purpose of Job:	To have overall responsibility for the day – to – day management of a 4/5 bed residential home for adolescent young people with mental health needs.
Main Tasks and Responsibilities:	
1) To work in conjunction with the Clinical Team completing CQC regulated activities, ensuring that all required notifications are completed in a timely manner, requirements are adhered to and legislation is upheld.	
2) The provision of quality care and support for all the Young people, ensuring or facilitating their physical, social, psychological, intellectual, and spiritual needs within the resources available.	
3) To facilitate the young people’s achieving and retaining as much independent control over their lives as appropriate.	
4) To retain overall responsibility for the general day – to – day running of the home including the standards of both national and local regulations, ensuring the maintenance of high quality of care.	
5) To monitor the effective running of the home ensuring all legislations and regulations concerning the Health and Social Care Act, environmental health, infection control, building control, planning, fire checks and Health & Safety are met and all risk assessments are regularly carried out to meet the high standard expected in our Residential services.	
6) To take a lead role with regards to the Safeguarding of the service. To ensure that the safeguarding databases and records are maintained accurately and as per company policy.	
7) To maintain all legal and statutory records, displaying the relevant certificates in relation to the service. This includes liability insurance, CIM Registration Certificate and Inspection Grading Certificate.	
8) To deal with all staffing requirements for the service and be responsible for the recruitment of suitable employees to work within the team. To work towards the Staffing Model, ensuring that you recruit the correct amount of staff in each discipline.	
9) To be responsible for organisation of staffing ensuring the effective completion of staff rotas so that the service is adequately and safely staffed.	
10) Ensure effective staff inductions, probationary reviews and staff support sessions take place. To carry out regular supervisions, appraisals, assessments and team meetings, ensuring the home is a friendly, supportive and caring environment.	
11) To be responsible for your own development and well-being, ensuring you attend staff support on a monthly basis.	
12) To ensure that your staff training records are up-to-date and accurate, linking in with the HR Department where required.	
13) To work with the HR team in relation to employee relations concerns and when conducting any fact finds, formal investigations ensuring reports are presented to a	

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high standard.
14) To manage work leave requests, annual leave allowances and absence management ensuring review meetings are conducted when staff meet the prescribed triggers
15) To retain overall responsibility for ensuring that payroll is completed each month.
16) Responsible for investigating any complaints, compiling reports and take any appropriate action if required.
17) To be responsible for monitoring the house budget and reporting to Finance.
18) Ensure that the young person's Medication Management Plans are completed accurately with the necessary guidance involved for the staff team. Ensure that all staff are aware of the Medication Management Plans and adhere to these at all times.
19) Ensure that prescribed medication is ordered in a timely manner and regular stock checks are completed in order to support effective stock management of all medications.
20) Ensure that each young person has an up-to-date 'My Care Plan' and this is reviewed and updated on a monthly basis using the 'MY MDT' format to highlight discussions that are required within MDT's. Ensure that all staff are aware of the most up-to-date My Care Plan and are adhering to the plans.
21) To be an active and encouraging Manager, establish and maintain effective communication and good relationships with the young people, relatives, employees in the home and with other externally such as professionals in the caring environment, outside suppliers and agencies.
22) To work collaboratively with the clinical team to ensure that the service provides the best support for the young people. This includes encouraging the young people's attendance to SCM groups, CNS sessions, therapy and MDT's/CPA's. This also includes the co-facilitating of monthly Reflective Practice sessions for the staff team as well as monthly MDT Reflection Meetings. Ensure that the clinical team maintain the young people's Risk Management plans and Risk Assessments and do so in a timely manner.
23) To support the young people with their financial arrangements, maintaining confidentiality of all the information, and that any financial transactions are recorded and treated with the utmost honesty.
24) To deal with all prospective / potential young people for the home, including providing relevant information and guided tours, assessing potential / new young people in conjunction with the clinical team. Welcome new young people to the home, complete appropriate records and paper work and ensure adequate arrangements are made for every new young person.
25) To delegate to an appropriate person, but to retain overall responsibility for, liaising with the relevant GP's, CCG, Community Mental Health Services, CIM clinical team with regards to the welfare of the individual young person.
26) To be available at all times to discuss matters any young person may wish to raise.
27) To participate in the residential on call rota.
28) To comply with Care in Mind's Equal Opportunities Policy
29) To maintain confidentiality at all times in accordance with the agreed policy.
30) It is the responsibility of all staff to read and work to the company safeguarding policy, to complete the Safeguarding training commensurate with their job role, and to report any genuine concerns to the designated safeguarding officer/lead on site, or a senior member of staff.
Other Duties
The tasks and responsibilities shown above are not exhaustive and should be regarded only as a guide. The post-holder will be expected to undertake any reasonable activities

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according to the needs of the business at the time. These will be subject to periodic review, and may be amended to meet the changing needs of the business and the interests and skills of the post-holder. The post-holder will be expected to participate in this process, and the company would aim to reach agreement to any changes.

PERSON SPECIFICATION			
Qualities required	Essential	Desirable	How assessed?
Experience			
Experience in working within residential services.	x		App form/interview
Minimum of 12 months management experience.	x		Application form
Qualifications			
Must hold the Lead Adult Care Worker Level 3 qualification or equivalent	x		Application form
Level 5 qualification in management or health and social care		x	Application form
Willingness to work towards Level 5 in Leadership in health and social care	x		Interview
Skills			
Excellent understanding of mental health and the issues young people face	x		Application form/interview
Excellent interpersonal and communication skills	x		Application form/interview
Experience with working with Quality Care Commission (CQC) or Ofsted registered services.	x		Application form/interview
The ability to lead and manage a staff team to achieve highest possible standards for the service, staff and young people.	x		Interview
The ability to work collaboratively with a wider multi-disciplinary team (both internal and external).	x		Interview
Committed to a structured approach to training and development of staff.	x		Interview
To have a good understanding of Health and Social Care.	x		Application form
Professional, confident and warm personality.	x		Interview
Ability to organise own workload effectively and to work independently	x		Application form/Interview

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To have a full clean driving license and access to a car for work purposes	x		Application form
Ability to work shifts and work on a on call rota out of hours	x		Interview
Ability to control and manage budgets	x		Application form
Skills in the recruitment, selection and retention of staff.	x		Application form/interview
Previous experience in conducting disciplinary investigations and fact finds	x		Application form/interview

Care in Mind Competencies:

Achieves Results – I show a readiness to make decisions and commit to a course of action. I am motivated by challenge and always see problems through to their conclusion.

Client and quality focused – Dedicated to meeting the expectations and requirements of the internal and external customers, ensuring and maintaining effective relationships, and building trust.

Communication – I always communicates clearly and accurately. I listen to others and absorb information.

Accountable – I hold myself and others accountable. I act with integrity and trust. I always take responsibility for my work and do what I say I will.

Develops yourself and others – I inspire others around me and take responsibility for my own personal development. I understand how my work contributes to Care in Mind.

Care in Mind Management Competencies

Managing Yourself

Being able to organise yourself to perform your own role effectively, whilst also considering the needs and priorities of others

Key skills required: Professionalism, Integrity, Motivation and Drive, responsibility for own wellbeing, self-awareness

Managing people

When managing people leaders are expected to provide direction, review performance, motivate others and promote equality and diversity

Keys skills required : Motivation, Decision making, , Assertiveness, Influencing,

Managing the service

Leaders engage in planning, actively contributing to plans with the aim of achieving organisational goals. Effective leaders know what resources are available and use their influence to manage these efficiently.

Key skills required: Organisation, Collaboration, Stakeholder engagement, Ownership

Managing Change

Managers should be able to facilitate transformation and contribute to change processes that lead to improved health and social care.

Key skills required: Flexibility, Conflict resolution, communication, tact and diplomacy, pro-

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active and engaging.

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