McCarthy Stone
Retirement living your way

Job Description

Registered Estate Manager

Department/Function	Reports To	Work Location
Your McCarthy Stone	Operations Manager	Development

Purpose:

To take overall responsibility for the operational running of the development. Manage a proactive and dedicated team to enable residents to live independently and actively and to uphold our commitment to high-quality care. Ensure their safety, coordinating activities, and fostering a welcoming atmosphere. As the CQC registration holder the role will require supporting the staff to deliver the care needs of our residents and provide additional services. Working alongside our sales and rental teams, to ensure the available apartments are filled so that our vibrant community is maintained.

Key Responsibilities

The post holder is accountable to the Operations Manager for the following:

- Taking overall responsibility for the day-to-day operational running of the development.
- Leading, directing, supervising, and supporting staff teams to provide a range of services which can respond flexibly to the needs of individual residents.
- Promoting care and support services to our residents within the development and the locality.
- To be registered with the Care Quality Commission.
- Assessing the support and care requirements of prospective residents and maintain appropriate records.
- Undertaking regular reviews of residents' requirements in liaison with families and other professionals where appropriate.
- Ensuring compliance with CQC registration, regulations, and guidance.
- Working with the Talent Acquisition Team to recruit and onboard new staff
- Working with the People Team to deliver effective supervision and performance management of staff.
- Assisting in the internal audit and quality assurance processes to provide a high-quality care and support and estate management function for the residents.
- Ensuring that the Company's policy and procedures are implemented.
- Ensuring that complaints are responded to promptly and monitoring the steps to resolution.
- Ensuring compliance with Health and Safety within the development, maintaining a safe and healthy environment for residents, staff and visitors, and managing emergency situations appropriately.
- Ensuring that all financial policies and procedures are fully maintained and effectively managing the development budget.

Key Tasks:

Development Management:

- Monitor the provision of services and facilities, including all communal areas and the guest suite.
- Ensuring the well being of the residents in the development.
- Hold regular meetings with the Catering Manager to monitor catering at the development and liaise with the Chef/Cook to ensure the smooth running of the catering service.
- Liaise with our Property Operations to ensure that all repairs are attended to promptly.
- Liaise with Property Operations, ensuring equipment maintenance and redecoration programmes are completed on schedule with the minimum disruption to the residents.
- Organise and monitor the performance of third party contractors.
- Monitor budgetary systems for catering, domestic assistance and personal care.
- Ensure that accurate use and recording of services received by residents and the subsequent production of invoices.
- Promote and support the formation of a Residents' Association.
- Actively promote the development and the Your McCarthy Stone brand within the local community.
- Assist with the resales and rentals of apartments by arranging to show interested parties around the development and to ensure the 'sparkle cleans' are undertaken before the resident moves in.
- Respond to any emergency during hours of work.

Care and Support Services:

- Provide information and support to enable residents to live independently. Including promotion of additional services as appropriate.
- Assist the residents to arrange a variety of social activities as required.
- Provide a care and support response tailored to meet the identified needs of individual residents, liaising with health and social care professionals as needed.
- Liaise with other third parties such as family, neighbours, volunteers etc. as necessary.

Staffing:

- Work with the People Team to recruit and onboard an effective team that matches the Your McCarthy Stone staffing model.
- Ensure that all staff receive Induction Training and other training and development opportunities.
- Ensure appropriate staffing numbers are met at all times and that staff rosters are effectively covered.
- Undertake and delegate appraisals and the effective supervision for the team.
- Ensure effective performance management, addressing poor practice and dealing with grievances and disciplinary issues as required.

Policies & Procedures:

- Ensure that all internal audits are completed and flagged appropriately.

- Ensure that the company's Policies and Procedures are implemented, audited and reviewed to keep up to date with service developments, with specific reference to quality and safety.
- Ensure that all statutory and regulatory requirements are met.
- You will respond and co-operate with National, County and the Corporate safeguarding policies and procedures.

General:

- Work in accordance with McCarthy Stones values.
- Undertake other such duties that may be required by the Senior Leadership Team.
- May be required to undertake duties in other locations operated by the employer.
- You will maintain both a professional and hygienic appearance.
- You will work in line with the policy on Infection Prevention and Control, according to your role.

Person Specification:

Knowledge & Experience:

- Estates Management experience or domiciliary care experience
- Experience of working with older people and understanding their needs
- Experience of working in an operational management role
- Maximising income through selling services
- Budget management and cost control
- A good understanding of Microsoft Office programmes
- Knowledge of the statutory and regulatory requirements and their relevance
- Experience of assessment and care planning

Qualifications:

- Hold a Level 5 Diploma in Leadership for Health & Social Care or must be at least 75% of the way through the qualification and must have completed this before 6 months' probation, if successful in being offered a Registered Estate Manager position. Or hold a Registered Managers Award with significant experience.
- Good levels of literacy and report writing
- Demonstrate a commitment to CPD

Leadership:

- Experience of evaluating service delivery
- To lead and manage a team
- Problem solving skills
- Ability to deal with emergency situations
- Excellent time management and prioritising own workload

Other:

- Emergency response to incidents at the development
- Facilitate and attend social events and attend meetings as required
- Must be available to work alternate weekends
- Ability to remain calm under pressure
- Honesty and respect for confidentiality

- A professional approach and presentation
- Excellent communication skills
- Ability to multi task
- Demonstrates a proactive and innovative approach

Health and Safety:

As Line Manager your Health and Safety responsibilities in relation to you and staff under your control are to:

- Take reasonable care of your/ their own health and safety and that of any person who may be affected by your/ their acts or omissions at work.
- Act in accordance with Company Health and Safety policies and procedures, are trained and competent to carry out work properly and do so,
- Are familiar with, understand and discharge any allocated safety responsibilities,
- Are provided with adequate information, supervision and equipment to allow duties to be undertaken in a safe manner and
- Immediately stop any unsafe activity until adequate measures have been taken to remove the risk or reduce it to as low as possible, seeking advice from H&S qualified staff as appropriate.

Equal Opportunities:

- Promote and act at all times in accordance with the Company's Equal Opportunities Policy.

Confidentiality:

- Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 1984 or an action for civil damages under the same Act in addition to any disciplinary action which might include dismissal.

Disclosure and Barring Services (DBS) and Adult First Check:
The postholder will be subject to an Enhanced Certificate from the Disclosure & Barring Service. This will also include a DBS Adult First Check. All offers of employment are subject to the completion of satisfactory checks. Such checks will continue to be made throughout the postholder's employment in line with statutory requirements.

Training:
The post holder will be required to attend meetings, training courses and follow-up refresher courses as required to maintain and enhance their registration.

Please Note: This job profile is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Assisted Living developments. Substantial changes in the range of work undertaken will be carried out in consultation with the postholder.