McCarthy & Stone
Welcome Home.

# Job Description

## Duty Manager

| Department/Function | Reports To | Work Location |
|---|---|---|
| Care | Registered Estates Manager | Development |

Primary Job Purpose

The Duty Supervisor is a key member of the development management team, responsible for supporting the safe and effective running of the development, primarily during evening shifts, with occasional daytime cover for the Registered Estate Manager and Assistant Manager where required. The role provides day-to-day leadership to colleagues while on duty, ensuring residents receive a consistently high standard of care, support and customer service. The Duty Supervisor will respond appropriately to emergencies, oversee staffing arrangements and ensure the development remains safe, welcoming and well managed.
The role is focused on enhancing the quality of life, independence, wellbeing and experience of residents while ensuring services are delivered in line with McCarthy & Stone policies, procedures and required standards.

Key Responsibilities

Leadership and Staffing

- Lead and supervise colleagues while responsible for the shift, providing clear direction and support.
- Support the induction, training and ongoing supervision of new colleagues.
- Carry out regular checks and audits of colleague competency, escalating any concerns appropriately.
- Support the preparation and management of colleague rotas, ensuring appropriate staffing levels and effective shift cover.
- Take responsibility for designated service areas as agreed with the Registered Estate Manager.
- Promote effective teamwork and a positive, professional working environment.
- Attend colleague meetings, training and refresher courses as required.

Resident Care and Support

- Ensure residents receive an excellent standard of care, support and customer service at all times.
- Monitor the quality of care and support provided by colleagues during the shift.
- Provide direct personal care and support where required to maintain appropriate service levels and meet residents' needs.
- Contribute to residents' care planning, goal setting and reviews, ensuring appropriate records are accurate and maintained.
- Take responsibility for the safety and wellbeing of residents and colleagues while on duty.
- Liaise appropriately with residents' families, healthcare professionals, neighbours, volunteers and other relevant parties.
- Support residents' independence, dignity, choice and wellbeing in accordance with the principles of the service.

- Ensure medication is stored, handled, recorded and disposed of safely and in accordance with the relevant Medication Policy.

Estate Management

- Support the safe and effective day-to-day operation of the development.
- Ensure the building and communal areas are clean, welcoming and well presented.
- Respond appropriately to emergencies and incidents, taking necessary action and escalating matters where required.
- Ensure fire equipment testing and fire drills are completed in accordance with Company policy and under the direction of the Registered Estate Manager.
- Carry out regular checks of call monitoring equipment in accordance with Company policy.
- Ensure the Guest Suite is appropriately prepared for visitors and cleaned following use, including arranging or completing the laundering of bed linen where required.
- Maintain appropriate records relating to the operation of the development and report any concerns promptly.

Health, Safety and Compliance

- Work in accordance with McCarthy & Stone's Health and Safety policies and procedures at all times.
- Take reasonable care for your own health and safety and that of residents, colleagues and visitors.
- Co-operate with the Company to support compliance with its statutory health and safety responsibilities.
- Report accidents, incidents or concerns promptly and take appropriate immediate action where required.
- Follow all relevant Infection Prevention and Control procedures.
- Maintain a professional and hygienic appearance appropriate to the role.
- Maintain confidentiality and handle personal and sensitive information appropriately and in accordance with Company policies and applicable data protection requirements.
- Promote equality, diversity and inclusion and act in accordance with the Company's relevant policies and standards.

Skills and Experience

Essential

- Previous experience within a care and/or support environment.
- Experience of providing direct care and support services.
- Ability to lead, support and supervise colleagues effectively.
- Ability to monitor the quality and delivery of care and support.
- Confidence in responding calmly and appropriately to emergency situations.
- Strong interpersonal and communication skills.
- Good organisational skills, with the ability to manage time and prioritise effectively.
- Good literacy skills, including the ability to read, maintain and complete care plans, daily records and colleague rotas.
- Basic IT skills and confidence using relevant systems.
- A caring, respectful and resident-focused approach.
- Ability to work effectively as part of a team.
- Reliable, trustworthy and able to maintain appropriate confidentiality.
- A positive and proactive approach to work.

- Flexibility to work the required shift pattern, including alternate weekends.
- Willingness to attend required colleague meetings, training and refresher courses.

Qualifications

- Diploma in Health and Social Care (Adults) for England (QCF) Level 2, or an equivalent relevant qualification, or willingness to work towards an appropriate qualification.

Desirable

- Previous experience supporting older people and an understanding of their needs.
- Previous supervisory or team leadership experience within a care or support environment.
- Additional care-related qualifications.
- Experience or understanding of budgets and cost management.
- Good level of computer literacy.
- Flexibility to attend development social events and provide additional shift cover where required.

Our Expectations

As a Duty Supervisor, you will be expected to:

- Put residents at the heart of the service and contribute to creating a positive experience of later life.
- Treat residents, colleagues and visitors with dignity, respect and professionalism.
- Work collaboratively with colleagues and contribute positively to the wider development team.
- Remain calm, organised and solutions-focused when dealing with challenging or unexpected situations.
- Follow Company policies, procedures and regulatory requirements relevant to your role.
- Take responsibility for maintaining and developing the knowledge and skills required to perform the role effectively.

Additional Information

You may occasionally be required to undertake duties at other locations operated by McCarthy & Stone.

This job description is not intended to be an exhaustive list of duties. Responsibilities may change to reflect the needs and priorities of the development and the wider business. Any substantial changes to the role will be discussed with the post holder.