	<b>Role Profile</b>
<b>Job Title</b>	<b>Care Operations Manager</b>

<b>Salary range</b>	Point 50
<b>Contract</b>	Permanent 52 weeks
<b>Main location</b>	Portland College
<b>Hours and basis</b>	37.5 per week
<b>Reports to</b>	Assistant Principal Care
<b>Date of issue</b>	September 2023

#### Why Portland College needs this role

Portland College is a charity providing education, care and work opportunities to people with learning disabilities based on a campus close to Mansfield with a number of small of campus sites in Nottinghamshire. There are 240 learners and citizens and 500 staff. We need caring and compassionate people, who can show commitment to these positive values and deliver safe care with energy and enthusiasm. As the Care Operations Manager, you will provide day to day operational management for all residential care services ensuring that care and support is adequately resourced, professional, of an excellent standard ensuring their continued compliance with relevant legislation and regulatory frameworks.

#### What you will be doing

##### **Managing the service:**


- To make decisions about the appropriate allocation of resources to ensure flexible deployment of staff and volunteers across all care services to meet citizen and learner needs ensuring safe and effective care.
- Monitor and regularly review staffing needs to ensure the care services have a safe, cost effective and flexible workforce on a daily basis through the use of technology
- Manage Residential Care Service staffing budgets
- Be proactive in identifying and implementing solutions to any staff shortfall, recruitment and retention trends
- Coordinate and contribute towards initial and baseline assessments for new learner/citizen referrals, ensuring resources can meet identified staffing needs.
- Ensuring temporary/agency usage is kept to a minimum and are within the approved rates
- To produce reports and statistics on staffing deployment and resource management as required to the Assistant Principal Care

##### **Staff management and supervision:**

- To maintain direct line management of the Care Administration team and Care Coach Mentors
- Supporting and providing administration and documentation support pertaining to training, work performance, financial and HR aspects.
- Scheduling and allocating staff appropriately based on shift times, geographical locations, travel times and technical or personal skills required for the role.
- To complete Individual Performance Reviews (IPRs) and supervisions in set timeframes
- Supporting the Residential Care Service Managers to identify ongoing training needs and ensure staff are up to date with all mandatory training

##### **Quality and compliance:**

- In collaboration with Residential Care Service Managers, monitor and implement changes to the staffing rota in a timely and appropriate manner from regular data, feedback.
- Provide assurance to the Assistant Principal Care that the workforce is fully compliant, reporting any areas of non-compliance immediately

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- Evaluate resource utilisation (including equality and outcomes) through regular reviews, annual citizen/parent questionnaires, analysis of complaints & compliments

**Safeguarding**

- To act as a Named Safeguarding Professional
- To support the Residential Care Service Managers in ensuring where applicable, that the Service meets Ofsted & CQC requirements in relation to safeguarding
- Participate in the on-call rota as required

**Key results we want to see from this role**

- Efficient deployment and utilisation of staffing resources within allocated budgets
- A highly trained and well-performing workforce

**Dimensions of the role**

- Supporting Residential Care Service Managers on resource allocation (e.g. staff levels, day to day expenditure within pre-defined limits)

**Key work relationships**

- To work in collaboration and under the guidance and direction of the Assistant Principal Care and liaise and sustain positive working relationships with relevant internal and external professionals to ensure that health and care needs of the citizens are met
- Be fully committed to your own continuous professional development (CPD)
- Line management of the Care Administration Team and Care Support Worker Coach Mentors. Circa team of 5.

**Working Environment/Working Pattern**

The role will generally involve working 8.30am to 4.30pm, Monday – Friday. However, some flexibility will be required to work outside of these hours to meet the operational needs of the service. This may include working evenings, weekends and bank holidays when required. The role is based on the Portland Campus. However, you will also be expected to work across all community hub sites and locations when required and maintain regular contact with these.

**Other information**

Portland College is committed to safeguarding and promoting the welfare of its learners, customers, volunteers and staff. We expect all our staff to be aware of their responsibilities to protect learners, citizens, customers, volunteers and staff from abuse or harm, to promote British Values and to prevent the radicalisation of learners, citizens, customers, volunteers and staff.

Successful applicants will be required to undertake an Enhanced Disclosure and Barring Service (DBS) check, provide proof of their right to work in the UK and comply with health screening to assess their mental and physical fitness to carry out their duties. The post holder is expected to undertake such other duties as the management may from time to time reasonably require. The above role profile is not all encompassing and is subject to regular review.

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**Signature of post holder**

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**Date**

I have read and accept the duties and responsibilities outlined in this role profile.