

REGISTERED SERVICE MANAGER

CRC Care Ltd is a leading care at home service provider in the Renfrewshire areas of Scotland.

An opportunity has arisen for a Service Manager to join our team. We're looking for a dynamic, and hands on professional who will play an integral role in developing and executing business strategies that will help achieve business objectives and work hand in hand with the board of directors to identify and develop new business opportunities. They will also identify, build and maintain a pipeline of potential and new customers and deliver significant results. The primary role of the Service Manager is to ensure effective running of the service and its operations as well as making use of business data to provide forecasting. The Service Manager will be responsible for day to day performance of the business ensuring the delivery of high standards of care/support to service users.

Moreover, the service manager will oversee work assigned to and manage all staff reporting into the service manager. While the overall responsibility of managing the service falls within the remit of the service manager, senior members of staff will work closely and in tandem with the service manager to ensure company goals and objectives are met.

MAIN DUTIES & RESPONSIBILITIES:

- Identify, qualify and track targeted opportunities for the company to achieve growth in targeted markets in alignment with business strategy.
- Substantially grow and maintain a pipeline of viable prospective new service users and associated opportunities.
- Meet or exceed individual annual KPIs agreed as part of goals & objectives.
- Collaborate with all staff and multidisciplinary teams in order to ensure that Service User needs are met, and new initiatives are being developed.
- Share industry knowledge and best practices across the team.
- Keep abreast of industry, economic/business trends, law and government compliance advancements that may affect business opportunities and apply knowledge in a timely and effective manner.
- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
- Efficiently liaise with potential referrals to secure new clients.
- Assess new and existing service users and their care plans, through incorporating client, carer and family views, promoting service user's independence.
- Provide weekly performance reports to directors.
- Monitor and evaluate the performance of the service.
- Planning and ensuring new staff induction and on-the-job training.
- Identify staff developmental needs.
- Provide management recommendations to improve care standards and business operations.
- Providing guidance and support to all staff.
- Liaise with other care agencies and multidisciplinary team such as social services, GPs Community Psychiatry and District Nurses regarding clients care as required.

- Conduct client's satisfaction surveys and follow up on issues raised in the surveys.
- Prepare service information for invoicing and payroll.
- Arrange for and chair Monthly Staff Meetings.
- Ensure Care Inspectorate issues and correspondence are attended to promptly.
- Management of complaints process in line with company policy and procedures.

This list is non-exhaustive. You may be required to carry out duties other than listed above in order to maintain a smooth running of the service

SKILLS, ABILITIES, KNOWLEDGE & EXPERIENCE:

The Ideal candidate must have a track record of having worked in the care at home industry

- Ability to achieve success with minimal oversight in sometimes ambiguous work environment.
- Fluent communication skills, business acumen and assertive decision- making ability coupled with excellent speaking and presentation skills.
- Honest and ethical with a good reputation in the care industry.
- Flexibility to multi- task and perform a wider range of activities while being self-directed, self-motivated and self-managed even when operating outside of core focus.
- Team player with a professional relationship-focused personality and outstanding interpersonal skills.
- Strong business and financial acumen with analytical ability to assess the business and drive the organisation forward.
- Demonstrate ability to create and foster a highly energised team that focuses on high performance.
- Able to influence others.
- Collaborative team player and strong desire to achieve results while respecting the company's core values framework.

KEY RESULT AREAS:

- 1) Documentation control, record keeping and archiving in accordance with the Data Protection Act 2018 and GDPR
- 2) Scottish Government Health and Social Care Standards
- 3) Adequate staffing levels and smooth running of day to day service operations.
- 4) Marketing & Business Development.
- 5) Quality Assurance.
- 6) Compliance with relevant UK Law and Government regulatory requirements.

SNAPSHOT:

Role: Registered Service Manager

Hours: Full Time, 37.5 hours per week (Mon – Sun)

Location of work: CRC Care Ltd. Fleming Suite, The Gatehouse, Westway Park, 35 Porterfield Road, Renfrew, PA4 8DJ, Scotland, UK

Remuneration: Negotiable depending on experience