



Our vision is to be the trusted quality care provider within our communities by supporting individuals and families to reach their full potential.

Clarecare is a professional social enterprise with charitable status, providing a range of people centred social services to individuals and families in County Clare for over 50 years. Current services provided include Family Support, Elderly Care Services, Counselling and Bushypark Residential Addiction Treatment Centre. Clarecare's headquarters are based in Ennis with local offices in Bushypark, Shannon, Kilrush, Killaloe and Ennistymon. Further information is available on www.clarecare.ie www.bushypark.ie

JOB DESCRIPTION

TITLE: **Clinical Home Support Manager – Killaloe**
Full-time permanent role
(Subject to funding and successful completion of probation)

DESCRIPTION OF ROLE: We require a motivated, dynamic and organised person responsible for co-ordinating the Home Support Service in the local area, along with assessing the needs of clients and Home Support Workers, assigning staff to clients based on their needs and reviewing these assignments regularly. In addition, from a clinical perspective s/he is responsible for supporting best practice care to all the clients in the designated area and will provide clinical guidance to front-line staff where appropriate, to foster a clinical learning environment.

ROLE: The Clinical Home Support Manager is responsible for providing best practice care to clients in the Home Support Service, within the approved budgetary allocation in the designated area. S/he is responsible for managing and guiding all of the staff required to run the service and for health and safety and administration of the service. S/he will provide and promote a best available evidence model of care which is person centred, community focussed and will have an appreciation of the needs of the Home Support Worker.

The successful candidate will work as part of the Home Support team in Clarecare and liaise regularly with same. Flexibility and willingness to travel is essential. You may be required to work outside of normal hours if necessary. Training and supervision will be provided to the successful candidate.

JOB RELATIONS: The Clinical Home Support Manager will work as part of the Home Support Team in Clarecare and will report to the Home Support Service Manager.

- **HOURS OF WORK:** Monday to Friday 9.30 a.m. – 5.00 p.m. (inclusive of 30 mins. lunch paid break) i.e. 35 hour working week excl. lunch break. This position may involve evening or weekend work (as required) and you are required to be flexible regarding your work hours. You will also be required to be available to work the roster for Home Support on call, out of hours service.

ANNUAL LEAVE ENTITLEMENT: Yearly Annual Leave entitlement for this full-time role is 26 days per annum per full leave year (Jan-Dec).

JOB LOCATION: The office base for this position will be Clarecare's Killaloe office located at Hill Road, Killaloe, Co. Clare. You may, if required, be assigned by the Home Support Service Manager or designate; to the organisation's other places of business/centre locations. You will be given as much notice of any such change of place of work as is reasonably practicable.

The successful candidate will be required to travel within Co. Clare to Clarecare's other Centre locations and to clients in the community. You will be required to use your private car to travel for work purposes and must indemnify Clarecare in respect of same.

General Responsibilities:

- Provide a high level of professional and clinical competencies to clients in receipt of Home Support.
- Ensure the highest professional standards of quality care is delivered using an evidence based, care planning approach.
- Maintain the co-ordination, assessment, planning, delivery and quality review of Home Support clients across Co. Clare.
- Provide safe, comprehensive nursing care to service users according to the Code of Professional Conduct as laid down by An Bord Altranais agus Cnáimhseachais na hÉireann (Nursing Midwifery Board Ireland) and Professional Clinical Guidelines. Practice nursing according to: Professional Clinical Guidelines, National and Area Health Service Executive (HSE) guidelines, Local / national policies, protocols and guidelines of current legislation.
- In conjunction with other Clinical Home Support Managers, develop, support, maintain, disseminate and review care practice policies, procedures and guidelines for the service.
- Devise and implement an audit portfolio with ongoing quality reviews to ensure all compliance obligations are met.
- Support the facilitation of all external audits within Clarecare e.g. HSE/HIQA and ensure all learnings/recommendations are shared and fully implemented.
- Facilitate learning through continuing professional development courses as and when they arise.
- In conjunction with other Clinical personnel, act as a professional/educational support resource for all staff and management in the areas of best practice Home Support services and clinical care.
- Respond to care practice issues and unanticipated events as arising.
- Assist in developing and managing innovative pilot projects.
- Prepare and disseminate materials for meetings/training sessions (Powerpoint presentations /Summary documents) and maintain files in accordance with Clarecare standards in order to ensure adherence to record keeping/data protection practices in place.
- In conjunction with other Clinical personnel, represent Clarecare at relevant local/national fora.
- Carry out any other duties that may be assigned from time to time.
- To fulfil all administrative responsibilities of the post.
- Ability to roster Home Support hours to Home Support Workers while matching relevant skills and experience with each individual's holistic client care requirement.
- To adhere to Clarecare policies and procedures in relation to all work with Clarecare.
- To complete statistics for HSE and/or as required by the Home Support Service Manager.
- To be accountable and attend supervision with the Home Support Service Manager and maintain professional boundaries in all work with colleagues/clients/other professionals/Agencies, etc.

- To engage in continuous professional training & development opportunities as well as attending relevant meetings/conferences, etc.
- To work as part of the wider Clarecare structure and carry out duties as required.
- To perform such other duties appropriate to the office as may be assigned to you by the Home Support Service Manager or designate.

SPECIFIC RESPONSIBILITIES OF THE POSITION:

Client Care/Assessments/Follow-up:

- Provide clinical guidance to front-line Home Support staff and non-clinical Home Support Managers to foster a clinical learning environment.
- Demonstrate clinical competence and professionalism.
- In conjunction with other Clinical personnel, lead on practice development within the clinical area.
- Work closely with the Compliance Officer to develop/revise and implement Home Support Policies/Procedures/Protocols.
- Promote, facilitate and support compliance with legal requirements as per Tender, policies and procedures, quality management systems/structures which affect service users, staff and other Clarecare matters.
- Be involved in the implementation of Home Support standards as and when issued by HIQA.
- Ability to motivate staff and work to best practice and highest quality care standards.
- Ability to develop and document quality and compliant Home Support policies.
- Ability to produce high quality audit reports, statistical information, research reports, etc
- Report, Risk Assess and Investigate any accidents/incidents or complaints in Home Support and implement any relevant recommendations across the Home Support Service. Include relevant data on Home Support Risk Register.
- Respect the rights, privacy, dignity, integrity and confidentiality of all clients and their families/next of kin, that utilise our services.
- Be a contributor to clinical decisions within Clarecare Home Support service.
- To manage the delivery of a Home Support Service to circa 135 clients and grow the Service.
- Identify gaps in care provision and devise plans in how to address those needs.
- Manage health & safety concerns by carrying out risk assessments and ensuring any issues or concerns are dealt with appropriately.
- Provide safe systems of work for all Home Support Workers in compliance with Health & Safety Legislation/Best Practice.
- Build a trusting relationship with clients, their Home Support Workers and external agencies e.g. PHN so that they feel secure in the service.
- Escalate any client nursing concerns to the PHN.
- Actively support and relay information to family carers on issues arising/feedback received from Home Support staff in the daily home support of a client in the service.

Management:

- To recruit, supervise, co-ordinate and support the work of circa 55 Home Support Workers and grow the Service.
- Manage all staff by ensuring clarity of roles, assignment of duties, arrangement of leave, etc.
- Ensure all staff are trained and confident in their roles and that all staff training is up to date in collaboration with the Training Officer.
- Ensure that all new Home Support Workers receive appropriate induction, shadowing and that ongoing training needs are periodically reviewed and actioned.
- Ensure fair and consistent application of all Clarecare policies & procedures as applicable to the Service.
- Conduct regular performance reviews with all staff and deal with any breaches of policy, disciplinary or grievance matters in a timely manner.

- Conduct Home Support client reviews and any actions to be taken resulting from reviews.
- Hold regular meeting with staff on matters relating the running of the Service, home support provision, staff matters, updates of existing policies & procedures, induction to new policies, etc.
- Deal with any staff issues in a timely and effective manner. Liaise and take advice from HR where necessary.
- Liaise with the client's primary career and Public Health Nurse where necessary.
- Financial awareness and ability to operate centre within budget.
- Have the ability to plan and manage own workload and ensure deadlines are met.

Communication and Administration:

- Excellent communication skills both verbal and written (including writing complex reports).
- Can communicate effectively with staff and managers in order to resolve any issues relating to care practice.
- Ability to communicate at all levels of organisation – Senior Manager, Middle Management, and front-line staff.
- Ability to build effective working relationships both internally and externally.
- Ability to appropriately represent the service when necessary.
- Network/ liaise with other service providers, health professionals and potential referral sources e.g. PHN's, GP's etc to promote the service.
- HR Administration and liaise with the HR Team on a regular basis.
- To maintain appropriate/accurate records of clients in receipt of the Home Support Service.
- To maintain appropriate/accurate records of Home Support Workers including hours assigned, worked, annual leave, sick leave, etc.
- To prepare, certify and approve electronic monthly salaries and travel expenses for team members.
- Maintain all required record systems relating to management of the service & staff and make available to the National Office and Home Support Service Manager such records as required.

Other:

- To be flexible and adaptable in one's approach to work with clients and Home Support Workers.
- Ensure compliance with HSE service level agreement (SLA) by way of hours delivery that are required to be provided in the area.
- Have full driving licence with access to a motor car and indemnity Clarecare on their private motor insurance policy.
- Can consistently maintain high standards of behaviour and performance, exercising due care and discretion, ensuring necessary and sufficient controls are in place to safeguard the integrity and reputation of Clarecare.
- Ability to plan and work efficiently to establish priorities and allocate time and effort accordingly.
- Ability to manage own time and personal activities.
- Demonstrate ability to generate new ideas and acts on them accordingly.

PERSON SPECIFICATION:

Essential Requirements: Education/Knowledge/Experience

- Be registered in the General Division of the Register of Nurses maintained by An Bord Altranais agus Cnáimhseachais na hÉireann (Nursing and Midwifery Board of Ireland) and provide current certification to Clarecare annually.
 - **And**
- Have at least 2 years post registration experience ideally in the related area of Gerontology or Older Persons Services.
 - **And**
- Experience of leading and motivating a large team
 - **And**
- Demonstrate evidence of continuing professional development at the appropriate level (e.g. gerontology related CPD)
- Have the requisite knowledge and ability including a high standard of suitability and clinical, managerial support and administrative capacity to properly discharge the functions of the role.

Skills/Competencies:

- Strong leadership qualities and clear business acumen with commitment to deliver a high-quality person-centred Home Support service.
- Ability to deal effectively with any employee issues e.g. disciplinary, grievance, etc that may arise.
- Ability to work under pressure and plan and manage change.
- Excellent organisational skills in the area of general administration, resource allocation, etc.
- An understanding of legislation relevant to the role e.g. Health & Safety, Quality Care, Employment legislation, etc.
- Experienced computer user with strong IT skills - MS Office, Outlook, Database management, with experience of report writing.
- Be proactive with excellent communication, interpersonal, leadership, problem solving and decision-making skills.
- Ability to demonstrate understanding of issues/dilemmas which may arise for vulnerable persons.
- Ability to communicate appropriately with clients and their families, staff and other statutory and voluntary agencies.
- A positive 'fit to work' medical is essential.
- Positive Garda vetting disclosure via Clarecare is essential.
- Two positive written references, from your current and most recent employer is essential.

Desirable:

- Experience of HIQA compliance/accreditation processes.
- Knowledge of the Voluntary Sector

KEY RELATIONSHIPS:**Internal:**

- Home Support Service Manager
- CEO
- Other Clinical/non-clinical Home Support Managers and broader Home Support team
- HR & Training Dept.
- Wider Clarecare team

External:

- PHN's
- GP's
- Community Services
- Other Voluntary organisations
- Local Nursing Homes

Salary & Benefits:

- 26 days annual leave per annum excluding Public Holidays.
- Free access to Employee Assistance Programme Services via VHI.
- Defined Contribution Pension Scheme Membership on successful completion of probation.
- Payroll deduction facility for Hospital Plan cover with VHI or LAYA or BUPA
- Cycle to Work Scheme.
- Access to Sick Pay Scheme on successful completion of probation

The salary and benefits on offer for this position is commensurate with experience and available upon request from HR on 086 - 4161520

NOTE: The foregoing contains an outline of the main duties and cannot be complete. Tasks may arise which may not appear to fall within this job description. You will be required to respond flexibly when adhoc tasks arise which are not specifically covered in this job description. This includes additional duties which may arise from an operational perspective or from future legislation affecting the Charities sector.