

Job Description

Title:	Home from Hospital Manager
Hours:	37.5
Office Base:	Carers Plus Yorkshire, Snainton
Accountable to:	Chief Executive Officer
Line Management:	CEO
Contract:	Open Contract

Job Summary:

The Home from Hospital Manager will take responsibility for the operational day-to-day running of the Home from Hospital service across all geographical areas where CPY deliver. The Manager will ensure the service is delivered in full and in line with contractual requirements as specified in our agreement with The Carers Resource, East Riding Council, and other funding partners. There will an expectation for hybrid working, with a regular presence at Head Office in Snainton, plus consistent working from our office bases in Northallerton and Bridlington.

The Manager will have exceptional knowledge of services and provisions in the surrounding areas into which the HfH service will work collaboratively with. They will have strong relationships with all relevant local hospital teams at a senior and operational level; work with the Head of Operations to ensure the service is operating to its full potential.

The Manager will have responsibility for a team of HfH Coordinators (across all localities) and will support them to deliver the service operationally. The team will work remotely, therefore excellent line management and communication skills are required to successfully support this team.

Key Duties:

1. Ensure the service has cover across all areas and at all times required by the contracts, including cover for staff holidays and sickness; stepping onto a delivery role as required to support the team – this will include developing rota's and staff working practices to support increasing demand, including out of ours provision for occasional weekend and bank holiday cover.
2. Liaise with all key partners, including hospital staff teams (all settings). This will include regular communication with teams from the Discharge Hub, Therapy teams, OT's, Physiotherapists & Nursing staff. These relationships are paramount to continued good practice and are an integral part of the role.

3. Ensure we have sufficient knowledge of the developing healthcare landscape - ensuring the service is well positioned to meet the needs of the ICS / ICB as it develops.
4. Have a strong working knowledge of the wider CPY operations - to support with 'internal referrals' and to ensure promotion externally is consistent
5. Lead on promotion of all CPY services reaches all relevant community services and potential referring partners , eg: Reablement and Living Well teams, PCN's including Social Prescribers and Care Co-ordinators
6. Line Management of HfH team – supporting staff welfare and daily communications, allocation of cases, managing annual leave and TOIL, sickness cover.
 - a. Co-ordinating and supporting inductions as needed
 - b. Managing on-going training and support needs as identified
 - c. Managing performance reviews as needed
 - d. Undertaking and recording regular supervisions and annual appraisals
 - e. Ensure staff competency, including record keeping and reporting
7. Oversight of safeguarding issues that arise - liaising directly with the designated leads to confirm decisions/actions.
8. Organise and lead regular HfH Team Meetings
9. Take an active role in contributing to the Management Team at CPY (including attendance at regular management meetings)
10. Support the Head of Operations & Office Manager with contract management including: paperwork management, compliance, monitoring of targets and reporting requirements, as specified through Carers Resource Harrogate. Maintain regular communications to ensure we are meeting expectations.
11. To produce regular reports on the progress of work for colleagues, the Board of Trustees and external funders.
12. To work with the Quality Lead to ensure quality systems are implemented, monitored, reviewed and evaluated regularly feeding back to the CEO.

General Duties:

1. To maintain strict confidentiality over personal information relating to individuals, being GDPR compliant
2. To comply with Carers Plus Yorkshire's policies and procedures and maintain the standards and code of conduct required and expected by the organisation.
3. To understand and comply with CPY Safeguarding Policies and Procedures and undertake training as required for your role.
4. To maintain monitoring and recording systems, using Charitylog data base (training given)
5. To assist in maintaining an accurate and comprehensive information resource which is accessible to staff, carers and other agencies.
6. To advise Carers Plus Yorkshire of ways to improve its own service and other services for local carers, using knowledge and experience gained from carers themselves, and to record unmet need.
7. To identify and agree with their Line Manager their own training and development needs and seek ways to address them.
8. To prepare for, attend and contribute to regular one-to-one supervision sessions and team meetings.
9. To represent Carers Plus Yorkshire at a local or regional level when required.
10. Any other duties as required to support the organisational priorities and Business Plan, in agreement with the Chief Executive Officer.

11. To be flexible with contracted hours as required by clients and Carers
Plus Yorkshire and in agreement with Line Manager.

This job description may be reviewed in consultation with the postholder from time to time. A no smoking policy is in place.

August 2024