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| Job Title: | Clinical Service & Quality Manager – Domiciliary Care |
| Reports to: | Managing Director of Trading |
| Dept/Location: | Office & with travel across service areas as required |
| Hours: | 37.5 hours |
| Contract: | Permanent |
| Salary: | £45 to £50k depending on experience |

Our Vision is to fill the requirements of our customers with the **highest of standards**

Job Summary

You are responsible for running a safe, high-quality domiciliary care service that delivers compassionate, person-centred care and meets all regulatory standards.

You will lead the team, support service growth, maintain compliance with CQC requirements, and make sure the service runs smoothly day to day.

You are the Registered Manager for the service and accountable for quality, safety, staff leadership and service performance.

What you will be responsible for;

1. Running the Service Day to Day

- Make sure care visits are delivered safely and reliably
- Ensure rotas are safe, effective and cover all packages of care
- Oversee care planning, risk assessments and reviews
- Respond to changes in client needs quickly
- Support the on-call system and out of hours cover
- Build strong working relationships with families, professionals and partners

2. Quality & Compliance

- Maintain CQC registration and inspection readiness
- Complete audits and quality checks across the service
- Monitor incidents, safeguarding concerns and complaints
- Make sure lessons learned lead to improvements
- Ensure policies and procedures are followed
- Maintain accurate and compliant records

3. Clinical Leadership

- Support safe, evidence-based care delivery
- Provide advice and support to staff on clinical and care practice
- Support safe medication practice
- Promote dignity, compassion and person-centred care
- Support staff competency development and training
- Encourage a positive learning culture

4. Leading and Supporting Staff

- Recruit and retain a skilled and values-led workforce
- Make sure new staff complete induction and training
- Provide supervision, appraisals and development support
- Manage performance, absence and conduct issues
- Promote staff wellbeing and engagement
- Support volunteers working within the service

5. Growing and Developing the Service

- Support new client enquiries and assessments
- Help grow the service, including private-pay clients
- Build positive relationships with referrers and partners
- Monitor service capacity, care hours and efficiency
- Contribute to marketing and service development work

6. Managing Resources and Budgets

- Work within agreed budgets
- Monitor staffing levels and agency usage
- Support efficient use of resources
- Balance service quality with financial sustainability

7. Governance & Reporting

- Provide reports on service quality and performance
- Monitor key performance indicators
- Participate in organisational governance and safety programmes
- Support audits, inspections and improvement plans

Person Specification

Essential

- Experience managing a domiciliary or community care service
- Ability to register with CQC as Registered Manager
- Strong understanding of safeguarding, quality and compliance
- Experience leading and managing teams
- Good organisational and communication skills
- Ability to balance quality, compliance and service performance

Desirable

- Clinical qualification (e.g. Registered Nurse)
- Leadership or management qualification (Level 5 Adult Care or working towards)
- Experience growing services or working with private-pay clients
- Experience achieving strong inspection ratings

Other Requirements & General Responsibilities

- Participation in on-call rota
- Ability to travel between service locations (Bedfordshire)
- Enhanced DBS check required

- Work in line with our values
- Follow policies including safeguarding, health & safety and data protection
- Support continuous improvement across the organisation

This job description may be reviewed and amended from time to time to reflect the evolving needs of the service and regulatory requirements.