Job Description: Resident Care Manager

Company:	J & E Homes
Department	Care
Reports to	CEO / Director of Operations
Location	Ibadan, Nigeria
Employment Type	Full-Time

Role Purpose

The Resident Care Manager will be responsible for leading the health and social services offered by J & E Homes. The person within this role will lead the care team, overall daily operations, staff management, financial performance, and regulatory compliance of the facility to ensure residents receive high-quality, safe care.

This role serves as the central anchor of our care service for our residents, acting as the critical link between clinical expertise, operational efficiency, and resident well-being.

Key Responsibilities

1. Care Coordination

- Assess residents' personal, social and support needs in collaboration with residents and their families, ensuring appropriate personalised care and support plans are developed.
- Ensure that residents' care plans reflect their preferences, daily living requirements, independence, dignity and general wellbeing, with regular reviews to accommodate changing circumstances.
- Coordinate with residents' own doctors, healthcare professionals and appointed external medical providers where healthcare needs arise, ensuring appropriate communication and continuity of support.
- Ensure that all medical assessments, diagnoses, treatments, prescriptions, medication administration and clinical interventions are undertaken exclusively by appropriately qualified and authorised healthcare professionals. The facility's care and support staff must not undertake clinical responsibilities outside their qualifications or authorised scope.

- Recognise and appropriately escalate changes in residents' health or wellbeing to their designated healthcare professionals, families or emergency medical services where necessary.
- Maintain clear boundaries between the residential support provided by the facility and the healthcare services delivered by residents' own medical professionals or externally appointed healthcare providers.
- Promote residents' independence, personal choice and dignity, ensuring that support is provided in a manner that respects their individual preferences and circumstances.

2. Resident Experience & Onboarding / New Business

- Ensure all prospective residents undergo appropriate pre-admission assessments to determine whether their personal and residential support needs can be safely accommodated within the facility's service capabilities.
- Clearly communicate the scope of services offered by the facility, including the distinction between residential support and medical or clinical services provided by external healthcare professionals.
- Ensure residents and their families understand the arrangements for accessing medical care, including the role of their own doctors, external healthcare providers and emergency medical services.
- Oversee resident admission documentation and contractual arrangements in collaboration with the Resident Coordinator, ensuring that fees, services, exclusions and relevant responsibilities are clearly communicated.
- Support the marketing and promotion of the facility, managing prospective resident enquiries, facility tours, follow-ups and admissions in line with agreed commercial policies and occupancy targets.
- Monitor occupancy levels and resident retention, identifying opportunities for improvement and reporting performance to senior management.
- Ensure that any proposed fee adjustments, discounts, special contractual arrangements or financial concessions are approved in accordance with the organisation's delegated authority and approval limits.

3. Operations, Quality & Compliance

Operational Administration:

- Contribute to operational budget planning and procurement forecasting by providing relevant information and recommendations to support financial decision-making by the Executive Team.

- Liaise with the Resident Coordinator and finance team to support accurate resident billing, payment monitoring and related administrative processes, with financial oversight, approvals and decision-making remaining the responsibility of the Executive Team.
- Monitor operational expenditure against approved budgets, maintain oversight of equipment inventory and identify discrepancies or opportunities for cost efficiency.
- Coordinate the carers rotas to maintain appropriate staffing levels, continuity of care and service quality for residents and day care members, escalating matters requiring additional financial approval to the Executive Team.
- Maintain accurate operational records and documentation, ensuring accountability, regulatory compliance and timely reporting to senior management.

Care, Compliance & Quality Assurance:

- Ensure the facility operates within its defined residential care and support model and does not independently provide services outside its authorised scope.
- Facilitate access to external healthcare services where required, including coordination with residents' designated doctors, hospitals, healthcare professionals and family member.
- Support established procedures for identifying, reporting and escalating health concerns, and incidents i.e. falls, including contacting residents' family member, designated healthcare professionals or emergency services when necessary.
- Maintain logs and records of healthcare referrals, external professional visits and relevant communications, while respecting residents' confidentiality and applicable data protection requirements.
- Ensure carers have appropriate training and ongoing development, while monitoring and managing performance against established KPIs and organisational policies and procedures.
- Maintain robust quality assurance standards by overseeing care delivery and medication management, ensuring compliance with organisational policies, regulatory requirements and best practices.

4. Safeguarding, Mental Capacity & Restrictive Practices in Adult Care

- Promote residents' autonomy, dignity, informed consent and independent decision-making in all aspects of their daily lives and residential support.

- Recognise situations where a resident may require specialist assessment of their decision-making ability and refer such concerns to appropriately family member, and qualified healthcare professionals.
- Ensure staff do not independently make clinical judgements regarding residents' mental capacity, diagnose cognitive conditions or impose medical or behavioural interventions.
- Maintain safeguarding policies that protect residents from abuse, neglect, exploitation, discrimination and inappropriate restrictions on their freedom or independence.
- Promote the least restrictive approach to residential support, ensuring that residents' personal choices and freedom of movement are respected.
- Refer safeguarding concerns requiring specialist clinical, legal or statutory intervention to the appropriate professionals or authorities.

5. General Management Authority

- Exercise managerial authority in accordance with the organisation's approved operational policies, reporting structure and delegated authority framework.
- Escalate matters exceeding your financial, operational or professional authority to the CEO, Director of Operations or designated senior management representative.
- Ensure that financial control procedures and approval requirements are consistently observed without compromising residents' immediate safety or welfare. Urgent situations requiring expenditure beyond authorised limits must be escalated through the organisation's emergency approval process.

Person Specification

Essential

- Degree in Social Work/Healthcare and Level 5 Diploma in Leadership and Management or equivalent.
- Demonstrable background in geriatric medicine, health and social care, matron or nursing role.
- Knowledge of the assessment and care management process.
- Ability to work as part of a team, managing varied staff.
- Excellent verbal and written communication.

- Excellent administrative and computer skills using Microsoft Office programs and Google Workspace.
- Strong literacy and numeracy skills

Key Skills & Attributes

The successful candidate should demonstrate:

- Strong organisational and time-management skills
- Professional and Respectful
- Kind, Compassionate and Empathetic
- Principled Leader who takes Initiative
- Honest, Trustworthy and Reliable
- Flexible and open to learning
- Positive attitude and Good Character
- Culturally sensitive

Are you interested?

Send your CV and 1 Page Covering letter to careers@josephandestherhomes.com