

## National Vocational Qualification in Leadership & Management for Care Services Level 4 (adult care setting)

This qualification is for those working in a leadership and management role for care services. It is designed for full and part time managers who work in an adult care provision. Examples of suitable positions are managers of residential care settings, domiciliary care managers and supported living homes. There are no formal entry requirements for candidates undertaking this qualification. However candidates must be working in a position where they can constantly demonstrate competence and application of knowledge.

On completion of the framework, the candidate will receive the following qualifications:

- City and Guilds NVQ Level 4 Certificate in Leadership and Management for Care Services

To achieve the full award candidates must complete eight units, comprising of four mandatory units and four optional units.

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### course details

#### Mandatory Units (4)

- Lead and manage effective communication that promotes positive outcomes for people within care services.
- Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people.
- Develop and maintain systems, procedures and practice of care services to manage risks and comply with health and safety requirements.
- Manage and develop yourself and your workforce within the care setting.

#### Optional Units (4)

- Manage a programme of complementary projects.
- Facilitate and manage change within care services through reflective, motivating and flexible leadership.
- Actively engage in safe selection and recruitment of workers and their retention in care services.
- Manage a dispersed workforce to meet the needs and preferences of individuals at home.
- Allocate and monitor the progress and quality of work in your area of responsibility.

- Lead and manage provision of care services that promotes the well being of people.
- Manage provision of care services that deals effectively with transitions and significant life events.
- Manage and evaluate systems, procedures and practices for assessments, plans and reviews within care services.
- Lead and manage group living provision within care services.
- Lead and manage provision of care services that promotes positive behaviour.
- Develop risk management plans to support individual's independence and daily living within their home.
- Lead and manage work for care services within networks, communities, other professionals and organisations.
- Manage workers within care services who are based in external multi-disciplinary teams.
- Lead and manage inter-professional teams within care services.
- Identify, implement and evaluate systems, procedures and practice within care services that measure performance.
- Monitor and manage the quality of the provision of care services.

**Optional Units (4) continued...**

- Lead and manage provision of care services that promotes opportunities, identifies constraints and manage risks.
  - Plan operations and manage resources to meet current and future demands on the provision of care.
  - Contribute to the strategic policies of care services.
  - Develop, implement and review business plans and planning for provision of care services.
  - Manage finance for your area of responsibility.
- Manage procedures within care services for making, responding to and learning from comments and complaints.
  - Ensure policies and procedures and practice for the conduct of workers within care services are adhered to.
  - Manage a project.
  - Market, cost and contract to ensure the viability of the provision of care services.
- \* NB: These units cannot be undertaken in combination.

**Course Delivery:**

An assessor will visit the candidate at their workplace at least once a month for a minimum of two hours. In addition to this, the candidate will need to do independent research and develop evidence.

**Recommended Time on Framework:**

The recommended time to complete the NVQ framework is 12-18 months.