Job Description

Job Title	**Registered Manager**
Responsible To	**Regional Manager**
Accountable To	**Area Director**

Main Purpose

The manager takes overall responsibility for all aspects of the running of the service which includes:

- Registration as the manager with the relevant regulator (CQC) and compliance with all legislation and standards.
- Ensure that the staff team enable the people we support to lead a valued and fulfilling life and to maximise their rights as members of the local community.
- Maximise the potential ability of all individuals, physically, intellectually, emotionally and socially, whilst working in accordance with the company's philosophy of care and values, policies and procedures.
- Leadership and management of the staff team, to ensure a high quality service is maintained.

Key Responsibilities

1. To take responsibility as the person-in-charge for the day-to-day running of the home.

2. To promote a supportive and enabling environment for people we support through modelling the high standards of professional practice which are conducive to their physical, emotional, social, intellectual and spiritual well-being.

3. To lead, manage, supervise and support a team of staff providing residential and supported living care services to adults with Autism.

4. To ensure that each person we support receives the care and support that is appropriate to his or her assessed individual needs.

5. To comply with the requirements of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 as are applicable to the people we support provided for at the home, and to support the staff team to prepare for internal and external inspections of the home as required by the Care Quality Commission (CQC).

6. To successfully pass CQC's Fit Persons Interview and maintain the Registered Manager position.

7. To be an active role model in your approach to your work and also lead by example; demonstrating adaptability and flexibility to cover shift shortfalls where required, including weekday, weekend and sleep in shifts.

8. To work in line with and develop Key Performance Indicators (KPI's) for that of yourself and your staff team.

9. Maintain own Continuous Personal Development and keep knowledge up to date of legislative changes.

10. To attend and participate in regional monthly management meetings.

11. Adhere to the company code of conduct and be a positive ambassador for the company at all times.

12. Work positively in partnership with all other departments.

Day-to-day running of the Home

1. To manage the day-to-day running of the home and to act as person-in-charge at all relevant times.

2. To implement and ensure there are clear channels of communication between the home and other office staff and management.

3. To ensure that all organisational policies and procedures are followed and address any issues that may arise when these are not followed correctly by staff.

4. To liaise with relevant Services Support team and office staff to work in partnership to facilitate and complete relevant assessment and transition tasks.

5. To participate in the decision about whether or not the home is able to meet the assessed needs of any prospective individual.

6. To be responsible for the practical application of the Equal Opportunities & Diversity policy in all aspects of your work.

7. To be active in ensuring anti-discriminatory practice is promoted and modelled in all aspects of your work with both the staff team and the people we support.

8. To ensure that the staff team maintain excellent standards of professional practice according to policies, philosophy and guidance.

9. To record and to investigate complaints, grievances and allegations of abusive practice and to take appropriate action, reporting initially and throughout to your line manager, HR and/or the Regional Managers and the Area Director.

10. To liaise with and co-operate with the Care Quality Commission (CQC) inspectors and inspections.

11. To liaise with and to work in partnership, as appropriate, with commissioners of services and specialist professionals, including Local Safeguarding Boards as necessary.

12. To ensure that an effective “on call” system is in operation, to include taking personal responsibility when required.

13. To ensure spot checks and audits are completed at all levels within the home as per policies and processes and monthly manager’s reports completed.

14. To ensure all relevant trackers/intranet based recording systems are maintained.

15. To ensure any complaints are responded and dealt with following the Duty of Candour policy and procedures.

16. To record compliments and maintain an evidence base of accomplished achievements of the service.

Support to Individuals

1. To ensure that the emotional, spiritual, physical, medical and material needs of the people we support are recognised, assessed, reviewed and well provided for in day to day and longer term person centred care planning and outcome setting.

2. To ensure all documentation relating to an individual is reviewed and completed within agreed timeframes.

3. To support staff to ensure that the people we support make informed choices and decisions in matters which affect their lifestyle, where they have capacity to do so and to ensure that ‘best interest’ guidelines are followed and advocates sourced where required.

4. To ensure Deprivation of Liberty Safeguards are implemented and authorised in conjunction with the Mental Capacity Act 2005.

5. To ensure that when a person we support has an appointed court deputy for personal welfare, then evidence of this must be kept on file.

6. To ensure that you update and consult with the relevant person about key decisions in relation to the individuals welfare.

7. To assess or contribute to the person-centred assessment of need of each person we support in partnership with that individual, relevant professionals and, where appropriate, the individual’s family. To assist relevant management colleagues to develop a support and risk management plan which addresses the individual’s assessed needs.

8. To promote enabling relationships between staff and the people we support, in order to ensure the maximum participation of those people in social activities, both within the home and in the life of the local community. This may include driving a company vehicle, when required and as appropriate, to transport the people we support to and from the home.

9. To ensure the effective and appropriate arrangement and follow up of health care and specialist appointments, ensuring any identified actions for support are implemented.

10. To ensure all meetings that are in relation to an individual are recorded and saved electronically.

11. To ensure the procurement of homely remedies and/or prescribed medication or treatment in response to medical assessment. This may include the ordering, storage, recording and administration of prescribed medication.

12. To be responsible for the efficient running of the domestic character of the home which will include (not exclusively however) the following:

13. To be responsible for the efficient running of the domestic duties of the home, which will include:
    - Planning menus with the people we support;
    - Ensuring dietary needs of the people we support are met;
    - Ensuring good standards of food presentation are maintained;
    - Ensuring supplies are ordered;
    - Ensuring good standards of hygiene and cleanliness are maintained.
    - Ensuring identified maintenance needs are reported and completed in a timely manner and areas made safe as soon as issues are identified.
    - Ensuring audits of the home are completed and documented and any issues identified are actioned.

Staff Matters

1. To ensure effective recruitment, appointment and deployment of staff, in partnership with the recruitment team.

2. To ensure that effective induction, supervision and appraisal of staff is carried out and that ongoing learning needs are identified and met working in partnership with the Learning and Development team.

3. To ensure there is good communication with and between staff; to arrange relevant staff, shift leader and senior meetings with clear agendas and keep hard copy and electronic records of these meetings; whilst ensuring actions identified are completed using SMART principles.

4. To ensure that employment legislation (as advised by HR) is implemented and observed and take appropriate action when staff performance falls below acceptable levels.

5. To ensure staff rotas are efficiently planned, using the company's EasyLog system, a minimum of two weeks in advance at all times, preferably four weeks in advance.

6. To ensure appropriate staffing levels are in place.

Premises

1. To advise the maintenance team of any malfunction of the heating, lighting or emergency systems and ensure the security of the premises.

2. To liaise, as necessary and appropriate, with the maintenance team to arrange for visits to the home for assessment and/or maintenance work to be carried out.

3. To ensure that the fire regulations are complied with and advise the Regional Manager and or Area Director when there may be areas of risk.

4. To ensure that legislation and regulations concerning environmental health, infection control, building control, planning, RIDDOR and health and safety are complied with, and to advise the Regional Manager and or Area Director, accordingly where action is required.

Finance and Administration

1. To be responsible for the monitoring and control of day-to-day expenditure within any limits prescribed by the senior management/or finance team.

2. To ensure that the people we support are, wherever possible, supported in gaining and/or retaining responsibility for their own money and financial arrangements.

3. To ensure that, where a person whom we support is assessed as not being able to manage their own financial affairs, then a best interest process should be followed in line with company policy and the principles the of Mental Capacity Act 2005.

4. To ensure where a person we support has an appointed court deputy for property and financial affairs, then evidence of this must be kept on file and records of affairs must be supplied to the deputy as requested.

5. To be responsible for the paper and electronic administration and filing systems used by the home, in line with company policies, structures and guidelines.

6. To ensure that systems are robustly kept accurate and up and to date and ensuring the correct forms are used to document all activities within the home.

7. To consult and liaise fully with Head Office in devising new forms and systems, where a perceived need exists for same, and to co-operate and consult fully with Head Office in the introduction of future administration policies, processes, structure and guidelines.

Additional Duties

It is the nature of the work that task responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way when the occasion arises in order that tasks which are not specifically covered in their job description are covered.