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Job description

Job Title	**Registered Manager**
Reports to	**Regional Manager**
Responsibilities	• To take responsibility as the person-in-charge for the day-to-day running of the home. • To promote a supportive & enabling environment for people we support through modelling high standards of professional practice conducive to physical, emotional, social, intellectual and spiritual well-being. • To comply with the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 as are applicable to the people we support. • To be a role model in your approach to work and lead by example; demonstrating adaptability and flexibility to cover shift shortfalls where required, including weekday, weekend, awake night and sleep in shifts. • To attend and participate in regional monthly management meetings. • Adhere to the company code of conduct, work in partnership with other departments, always be a positive ambassador for the company. • Maintain own Continuous Personal Development and keep knowledge up to date of legislative changes. • Attend and participate in local authority provider and engagement forums and ensuring that you positively represent the orgnisation at all times. **Day-to-day running of the Home** • To liaise with relevant Support Function teams and office staff to facilitate and complete relevant assessment and transition tasks. • To participate in the decision about whether the home is able to meet the assessed needs of any prospective individual. • To be responsible for the practical application of the Equal Opportunities & Diversity policy in all aspects of your work. • To be active in ensuring anti-discriminatory practice is promoted in all aspects of your work with both the staff team and the people we support. • To record and to investigate complaints, grievances and allegations of abusive practice and to take appropriate action, reporting initially to your line manager, HR and/or the Regional Managers, Head of Area Operations and Director of Operations and Safeguarding Lead. • To support team members to prepare for internal and external inspections of the home as required by the Care Quality Commission (CQC) or Care Inspectorate Wales (CIW) and co-operate with CQC or CIW inspectors and inspections. Which may include local authority contract quality monitoring audits.

	• To liaise with and to work in partnership, as appropriate, with commissioners of services and specialist professionals, including Local Safeguarding Boards as necessary. • To record compliments and maintain an evidence base of accomplished achievements of the service. **Support to Individuals** • To support team members 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. • 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. • To promote enabling relationships between team members and the people we support, in order to ensure the maximum participation in social activities, both within the home and be an active member of the the local community. This may include driving a company vehicle, when required and as appropriate, to transport people we support to and from the home. • To be responsible for the efficient running of the domestic character and duties of the home. **Premises** • To advise the maintenance team of any malfunction of the heating, lighting or emergency systems and ensure the security of the premises. • 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. **Finance and Administration** • To be responsible for the monitoring and control of day-to-day expenditure within any limits prescribed by the senior management/or finance team. • To be responsible for the paper, electronic administration and filing systems used by the home in line with company policies, structures and guidelines.

	• To consult and liaise fully with Support Functions in devising new forms and systems, where a perceived need exists, and to co-operate and consult fully with Support Functions in the introduction of future administration policies, processes, structure and guidelines.
Accountabilities	• To lead, manage, supervise and support all team members providing residential and supported living care services to adults with Autism, Learning Disabilities and other complex needs. • To ensure that each person we support receives the care and support that is appropriate to his or her assessed individual needs. • To ensure that an effective "on call" system is in operation, to include taking personal responsibility when required. • To implement and ensure there are clear channels of communication between the home, support functions and management. **Day-to-day running of the Home** • To ensure that all organisational policies and procedures are followed and address any issues that may arise when not followed correctly by team members. • To ensure that all team members maintain excellent standards of professional practice according to policies, philosophy and guidance. • 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. • To ensure all relevant trackers/intranet-based recording systems are maintained. • To ensure any complaints are responded and dealt with following the Duty of Candour policy and procedures. **Support to Individuals** • 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. • To ensure all documentation relating to an individual is reviewed and completed within agreed timeframes. • To ensure Deprivation of Liberty Safeguards are implemented and authorised in conjunction with the Mental Capacity Act 2005. • 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. • To ensure that you update and consult with the relevant person about key decisions in relation to the individuals welfare. • To ensure the effective and appropriate arrangement and follow up of health care and specialist appointments, ensuring any identified actions for support are implemented. • To ensure all meetings that are in relation to an individual are recorded and saved electronically. • 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 in line with legislation and orgnisation policies and procedures. • To ensure that menus are planned with the people we support and prepared, taking into account dietary needs, health professional guidelines, food presentation, hygiene and cleanliness. **Staff Matters** • To ensure effective recruitment, appointment and deployment of team members in partnership with the recruitment team. • To ensure that effective induction, supervision and appraisal of team members is carried out and that ongoing learning needs are identified and met working in partnership with the Learning and Development team. • To ensure there is good communication with and between team members; to arrange relevant team members, 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. • To ensure that employment legislation (as advised by HR) is implemented and observed and take appropriate action when team members performance falls below acceptable levels. • To ensure rotas are efficiently planned, a minimum of four weeks in advance planning required at all times. • To ensure appropriate staffing levels are in place. **Premises**

	• To ensure that the fire regulations are complied with and advise the Regional Manager, Head of Area Operations, Director of Operations and compliance team when there may be areas of risk. • 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 Head of Area Operations, Director of Operations and compliance team, accordingly where action is required. • To ensure identified maintenance needs are reported and completed in a timely manner and areas made safe as soon as issues are identified. **Finance and Administration** • To ensure that the people we support are, wherever possible, supported in gaining and/or retaining responsibility for their own money and financial arrangements. • 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. • 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. • To ensure that systems are robustly kept accurate, up to date and the correct forms are used to document all activities within the home. • To ensure audits of the home are completed and documented and any issues identified are actioned.

Person Specification

Knowledge and Experience	• Knowledge of managing the health and safety system of a team or department using a formal system, such as RIDDOR. • Experienced in assessments and management of a team in accordance with agreed Key Performance Indicators (KPI's). • Experienced in working at a senior level with other departments and external agencies. • Experienced in financial oversight of a team or department's budget. • Experienced in the management of Equal Opportunities & Diversity policy

	in a Social Care or Health Care setting. • Experience of working in a Social Care or Health Care setting.
Qualifications & Requirements	• Registration as the manager with the relevant regulator (CQC or CIW) and compliance with all legislation and standards. • To successfully pass CQC or CIW Fit Persons Interview and maintain the Registered Manager position. • Awareness of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 and Inspection requirements of the Care Quality Commission (CQC or CIW). • Clean driving licence, for access to a company vehicle.