

## JOB DESCRIPTION and PERSON SPECIFICATION (PRO FORMA)

JOB DESCRIPTION	
<b>Job Title:</b>	Regional Manager
<b>Team:</b>	Operations
<b>Reports to:</b>	Area Director
<b>Role Purpose:</b>	To take overall operational responsibility for a region including the management of a number services which could include residential, supported living, day services and outreach. To provide leadership, line management and all associated support for service managers.
<b>Scope:</b>	<p>The Regional Manager is responsible for establishing and maintaining a culture of excellence across all operational services in their area ensuring that they are managed to a consistently high standard and that the people we support are safe and enabled to fulfil their potential and lead full lives.</p> <p>The post holder will ensure that people processes are performed to a high standard across their region in line with the vision, values and purpose of the merged organisation. This will include effective support and supervision arrangements for staff, ensuring that the service in England and Wales comply with the requirements of CQC, CSCIW and Ofsted.</p> <p>The post holder will lead a team of service managers and will support them to ensure delivery of the area operational plan, including all growth, occupancy and financial targets.</p> <p>The post holder will ensure that positive relationships are maintained and developed with commissioners, families and other external stakeholders in order to enhance the organisation's reputation and to ensure that opportunities to grow and develop the organisation are maximised across the network.</p> <p>The post holder will ensure the effective leadership and management of change throughout their region as the merged organisation develops and grows.</p> <p>The post holder will be expected to work some evenings and weekends to meet the needs of the business. Also to travel and stay away from home on occasions.</p>
<b>Accountabilities:</b>	<p>The post holder will hold overall responsibility in their region for:</p> <ul style="list-style-type: none"> <li>• High quality service provision</li> <li>• Financial performance</li> <li>• Maintenance of positive external relationships</li> <li>• Identification of potential growth opportunities for existing and new services in the region</li> </ul>
<b>Specific Requirements:</b>	<b>Managing People</b>

	<ol style="list-style-type: none"> <li>1. Ensures effective support, monthly supervision and annual appraisal for all service managers in the region.</li> <li>2. Maintains overall responsibility for the appropriate selection, recruitment and induction of quality staff at all levels in the region.</li> <li>3. Help to embed a coaching culture, mentor new managers and support existing managers with their professional development.</li> <li>4. Have a regular presence in all services ensuring staff and the people we support are familiar with the regional director role and support provided.</li> <li>5. Overall responsibility for ensuring all services within the region are staffed at safe levels and delivered cost effectively.</li> <li>6. Monitor absence levels in the region and ensure effective management in line with CMG policies.</li> <li>7. Monitor training compliance and ensure appropriate action is taken to keep staff training up to date.</li> <li>8. Ensures any complaints are fully investigated and documented by the home manager. Undertake investigations directly if they involve the management of the service. Partake in disciplinary investigations as requested and in partnership with HR.</li> </ol> <p><b>Managing quality and budgets</b></p> <ol style="list-style-type: none"> <li>9. Ensure that the people we support are appropriately safeguarded and staff understand safeguarding /POVA and whistleblowing processes.</li> <li>10. Implement effective annual planning processes and ensure that each service has its own service development plan with agreed targets and budgets.</li> <li>11. Take full financial accountability for budgetary control in all services within the region and investigate and report on any profit and loss variances.</li> <li>12. Ensure high levels of occupancy and service uptake. Work closely with the assessment and referrals team to ensure a proactive approach to the identification of new referrals.</li> <li>13. Develop and implement quality management and continuous improvement systems. Undertake regular audits and report on quality standards within the services (in line with policy). Develop, oversee and regularly review the implementation of agreed quality improvement plans and annual service</li> </ol>
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	<p>development plans.</p> <p>14. Ensure that regulatory standards (CQC, OFSTED, CIW) are maintained and effective monitoring processes are in place to ensure quality. Ensure that person centred processes are embedded in all services in the region with clear systems in place to monitor outcomes for the people we support.</p> <p>15. Maintain an effective monitoring system to oversee maintenance services in the region and ensure arrangements are in place to guarantee compliance with Health and Safety legislative requirements.</p> <p><b>Making a corporate contribution</b></p> <p>16. Prepare regular performance reports for the Area Director as required. Report on progress against service development plan targets and overall operational performance. Ensure that all reports for care managers and other stakeholders are of high quality and produced in a timely manner.</p> <p>17. Develop and maintain positive relationships with key stakeholders, (including commissioners and funders within the local authorities covered by the region) ensure effective partnerships are fostered and robust, regular communication and liaison maintained.</p> <p>18. Develop the existing business within the region to ensure corporate goals and values are delivered and understood, to support the overall growth of the Company.</p> <p>19. Be an active, engaged and supportive member of the Area Director Management Team this includes regular attendance at meetings to ensure full engagement in operational decision making, cover for other regional managers absences and dissemination of information as required.</p> <p>20. Participate in the Regional Managers on call rota.</p> <p>21. Keep own learning and development up to date and attend training courses as required.</p> <p>22. Adhere to the staff code of conduct and be a positive ambassador for CMG/ Regard at all times</p> <p>23. Undertake any other reasonable management requests</p>
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<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>• Awareness of the needs of different people with learning disabilities and best practice in specific areas</li> <li>• Awareness of formal non-verbal communication methods</li> <li>• Understanding of the sector and external regulatory requirements</li> <li>• Knowledge of HR systems and processes including recruitment, disciplinary etc</li> <li>• Understanding of financial management in terms of planning, budgeting and monitoring of financial performance</li> <li>• Knowledge of safeguarding systems and processes</li> </ul>
<b>Skills and Experience:</b>	<ul style="list-style-type: none"> <li>• Minimum of 3 years as a n operational manager in social care</li> <li>• Experience of managing people, services and budgets</li> <li>• Proven ability to develop individuals and teams</li> <li>• Ability to use information, data and systems to monitor progress and identify key trends and themes</li> <li>• Experience of working within organisational policies and a regulated industry sector</li> <li>• Proven experience in improving service quality and delivering high quality services</li> <li>• Experience of governance systems and structures including audits and medication management</li> <li>• Proven ability to develop and maintain good working relationships both internally and externally</li> <li>• Highly effective verbal and written communication skills</li> <li>• NVQ4 (minimum) in social care or equivalent</li> <li>• Experience of managing people through a formal performance management framework</li> <li>• Experienced in investigating complaints and service quality issues</li> </ul>
<b>Competencies:</b>	<ul style="list-style-type: none"> <li>• Good numeracy and literacy skills</li> <li>• Proficient in the use of IT including word, excel and outlook</li> <li>• Full driving licence</li> <li>• Professional manner and presentation</li> <li>• Excellent understanding of written and spoken English/Welsh</li> <li>• Ability to engage and connect with different types of people</li> <li>• Flexible leadership style which recognises the differences in how people like to be managed</li> <li>• Empathic</li> <li>• Logical thinker and focused on identifying pragmatic solutions to operational problems</li> <li>• Able to inspire and motivate others to encourage people to give their best performance</li> <li>• Gives and receives constructive feedback</li> <li>• Ability to self manage and plan and organise own workload</li> </ul>

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