**JOB DESCRIPTION**

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| JOB IDENTIFICATION | | |
| Job Title: | **Registered Manager (Residential Adults Services)** | |
| Responsible To: | **Head of Operations** | |
| Department: | **Residential** | |
| Salary Range: | **£25,390 - £29, 500** |

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| **JOB ROLE** |

The Registered Manager is responsible and accountable for the residential environment, its people, service users and the quality of its care provision. The post holder is required to lead and direct the work of all personnel employed in the home ensuring that high quality care is provided to maximise individual potential and provide a safe and positive home experience that exceeds the essential standards of quality and safety in accordance with the Care Quality Commission.

The post holder will be required to work collaboratively with the Head of Operations towards implementation of planned strategic activities which contribute to the continuous development of residential services. This is accomplished through structured marketing and development activities that promote the profile of Progress with a view to securing occupancy levels and through the effective management of costs, expenditure and its resources.

The Registered Manager should install and practice the core values of the Progress organisation – Care, Respect, Trust, and Progress and ensure that these visions and values are purposefully represented as part of the residential management strategy, employee relations and organisational culture.

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| **KEY DUTIES** |

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| No | Description of Duties | Job Competence Reference |
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| 1 | Ensuring that staff are adequately trained and skilled to effectively undertake their duties. |  |
| 2 | To lead and direct staff in their duties so that they can support and deliver the Residential Operational Strategy and apply themselves fully to their role. |  |
| 3 | Contribute to the strategic and business planning of the service, its development, policies, procedures and implementation of quality assurance systems. |  |
| 4 | To oversee and supervise the work of the Senior Adult Support Workers (ASW)’s so that they can competently analyse meet and evaluate prospective Adult placements. To support ASW’s in this work. |  |
| 5 | To promote and engage in positive relationships with Local Authorities and other agencies to promote the Company’s services with a view to maintaining occupancy levels. |  |
| 6 | To ensure adequate supervision and direction is provided for Senior ASW staff so that high standards of care are thoroughly maintained. Ensuring that care plans of all service users are applied and appropriately reviewed and delivered. |  |
| 7 | Ensuring that the healthcare, educational and welfare needs of the service users are consistently being met as a consequence of adequate daily management instruction and supervision by the Senior ASW’s to their respective ASW staff. |  |
| 8 | To ensure that safe and positive behaviour management strategies are appropriately deployed and that the Senior ASW’s are effectively managing and overseeing all relevant paperwork to a satisfactory standard. |  |
| 9 | Implement and evaluate specific programmes which provide a positive framework for the effective management of individual / group behaviours |  |
| 10 | To be aware of and regularly check the log of all accidents, incidents of physical intervention and challenge inappropriate practice if and when it arises. |  |
| 11 | To support staff who supervise residents with clinical care or behavioural needs in line with policies and procedures . |  |
| 12 | To conduct annual quality assurance audit on the home and its systems and conduct regular customer satisfaction surveys using the knowledge gained from the surveys to recognise and implement improvement strategies. |  |
| 13 | To lead on case reviews where necessary and to provide support and assistance when difficulties arise to less experienced members of staff. |  |
| 14 | To assist the Senior ASW with the identification of suitably qualified / experienced staff for key worker duties ensuring that the staff member can capably meet the physical, social and emotional needs of the client. |  |
| 15 | To suitably establish, sustain and positively engage with families of service users when in a professional capacity and it is appropriate to do so, but equally have the capacity to disengage accordingly. |  |
| Managing People | | |
| 16 | To take accountability for the effective deployment of staff whilst observing budgetary and regulatory compliance. |  |
| 17 | To conduct staff supervisions, performance reviews and appraisals of staff and identify areas for performance management. |  |
| 18 | To manage any performance related matters, disciplinary, grievance, and whistle blow cases in consultation with the Human Resources Department. |  |
| 19 | To identify all staff development needs both individually and for the staff team and to develop individual and staff team training programmes on an annual basis. |  |
| 20 | To ensure that staff undertake and maintain mandatory training so that the residential environment is appropriately resourced with qualified staff in accordance with the needs of the service user. |  |
| 21 | To monitor the effectiveness of inter-agency working between the home and all other professionals involved in the service users care. |  |
| 22 | To promote equality of opportunity for residents and staff and safe guard against oppressive practice. |  |
| 23 | To conduct staff meetings, care planning meetings and to participate in senior management meetings updating staff accordingly. |  |
| 24 | To ensure that all staff adhere to all company policies and procedures paying particular attention to those which directly impact on the residential environment such as H&S, and the Working Hours policy which determines safe and legally compliant working hours / break arrangements. |  |
| Financial | | |
| 25 | To strive to ensure and anticipate expenditure so that budget constraints are upheld. To plan and monitor ongoing expenditure and to oversee the weekly audit conducted by the Senior ASW. |  |
| 26 | To ensure that the home’s budget is adequately planned and prioritised in order to create a homely setting. |  |
| 27 | To balance the home’s expenditure on a weekly basis ensuring accuracy at all times. |  |
| 28 | To ensure that all receipts are obtained and recorded in the receipt log book for all money spent. |  |
| 29 | To ensure that the Senior ASW appropriately manages service users personal expenditure, that it balances and that it is spent and receipted. |  |
| Managing Resources | | |
| 30 | To achieve a balance of physical resources to ensure the smooth running of the home whilst maintaining a focus on the Waste Management Strategy. |  |
| 31 | To be responsible for maintaining the fabric of the building, keeping its grounds, equipment and any vehicles used in good condition encouraging staff and service users to care for their surrounding and to make best use of available resources. |  |
| Legal and Legislative Requirements | | |
| 32 | To ensure all records and information as per the essential standards of quality and safety (Health & Social Care Act 2008) are maintained on each individual service user. |  |
| 33 | To ensure that reporting procedures are followed when a notifiable event occurs. |  |
| 34 | To report any incidents or form of abusive practices directly/indirectly carried out by any member of staff towards residents or between residents. To follow the guidance of the organisation’s ‘whistle blowing policy’. |  |
| 35 | To carry out any other duties and responsibilities as may be required within the scope of the Registered Managers role at the home, these can be unpredictable and varied. |  |
| Professional Development | | |
| 36 | To take every reasonable opportunity to maintain and improve personal and professional competence. |  |
| 37 | To participate in personal objective setting and review, including the creation and achievement of a personal development review plan. |  |

# Other Duties:

⦁ To be customer focused (internally and externally) in accordance with adopted procedures and good practice.

⦁ To assist in / manage the identification, development and implementation of Manual and Information Technology systems and procedures.

⦁ To comply with the Company’s Equality & Diversity Policy, Code of Conduct, Staff Handbook and other relevant policy, procedures and legislation.

⦁ To comply with and / or ensure compliance with the Company Data Protection Policies and the Data Act and other relevant legislation.

⦁ To comply with Company’s safety policy and other safety procedures and guidelines which are deemed to be part of the job description. Employees must look after their own Health & Safety and welfare and be mindful of other persons who may be affected by their acts. Employers must co-operate and comply with Management instructions regarding Health & Safety issues and report all accidents, incidents and problems as soon as practicable to their Supervisor, Manager or other senior members of staff available.

* The responsibilities above cannot totally encompass or define all tasks which may be required of the post-holder. The outline responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.
* The Company works in a dynamic environment and inevitably the details of any job will change with time. In consultation with the post holder, the job description will be revised and re-issued as necessary. The appraisal process in place in the Company will be a mechanism for instigating discussions and subsequent amendments to this document.
* The post holder will undertake such other duties as may reasonably be required commensurate with this grade, at the initial agreed place of work or at other locations in the Company catchment areas.
* To ensure at all times that information about individuals is treated with respect and confidentiality, when receiving, delivering, storing and retrieving information.
* To participate in regular supervision as required, including training and appraisals as required.

PERSON SPECIFICATION

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| Job Title: RESIDENTIAL MANAGER {ADULT SERVICES} |

Candidates will be assessed for shortlist and interviewed against the following criteria.

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|  | Short listing criteria | Essential | Desirable | How tested? |
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| 1. Qualifications | | | | |
| 1.1 | NVQ 4 in Care or Dip SW or CQSW or RGN or equivalent. | X |  | A/I |
| 1.2 | NVQ 4 in management or QCF level 5 Leadership and Management or equivalent. | X |  | A/I |
| 2. Experience | | | | |
| 2.1 | Ability to demonstrate significant experience within a managerial capacity. | X |  | A/I |
| 2.2 | Experience of working with young adults with Complex disabilities and acquired brain injury. | X |  | A/I |
| 2.3 | Experience of working in a residential setting. | X |  | A/I |
| 2.4 | Fully conversant in the CQC Quality standards and regulated activity. | X |  | A/I |
| 3. Leadership and Management | | | | |
| 3.1 | Excellent written, oral communication and presentation skills. | X |  | I |
| 3.2 | Strong leadership and management skills, including the ability to delegate effectively. | X |  | I |
| 3.3 | Excellent organisational and management skills. | X |  | I/T |
| 3.4 | Excellent interpersonal skills, including diplomacy, sensitivity and confidentiality. | X |  | I |
| 3.5 | An ability to effectively and confidently resolve employee relations issues such as; disciplinary, grievance, performance management, supervision, appraisals etc. with guidance and support of Human Resources. | X |  | I |
| 3.6 | |  | | --- | |  | | Excellent report writing skills. | |  | | X |  | I |
| 3.7 | Ability to conduct a wide range of audits. | X |  | I |
| 3.8 | An ability to work both under own initiative and as part of a management team and overall team whilst maintaining professional relationship boundaries with non-management staff. | X |  | I |
| 3.9 | Ability to chair staff meetings. | X |  | I/T |
| 3.10 | An ability to work under pressure. | X |  | I |
| 3.11 | Excellent administrative skills. | X |  | I |
| 3.12 | Ability to work within and manage financial budgets | X |  | I/T |
| 3.13 | Ability to promote the services to external agencies. | X |  | I/T |
| 4. Practice | | | | |
| 4.1 | Ability to portray a positive role model. | X |  | I |
| 4.2 | |  | | --- | | Ability to maintain and promote excellence in standards of care. | | X |  | I/O |
| 4.3 | |  | | --- | | Awareness of the needs and rights of young people in care and acting as an advocate for young people. | | X |  | I |
| 4.4 | Practical caring skills. | X |  | A/I |
| 4.5 | A commitment to anti-oppressive practice. | X |  | I |
| 4.6 | An in depth knowledge and understanding of the Essential standards of Quality and safety and other relevant legislation and the inspection framework. |  | x | I |
| 4.7 | Ability to be flexible and adaptable and show willingness to work in any of the Progress Adults and Children’s homes. |  | X | I |
| 4.8 | Ability to oversee the development of care delivery to young people. | X |  | I/O |
| 4.9 | A good understanding of complex issues surrounding young people with disabilities and associated needs. | X |  | I/O |
| 4.10 | The ability to interpret Adult’s legislation into practice. | X |  | I/T |
| 5. Personal skills | | | | |
| 5.1 | Effectively manages time. | X |  | T |
| 5.2 | Highly tuned interpersonal skills. | X |  | I |
| 5.3 | Takes personal responsibility and accountability for their behaviour. | X |  | I |
| 5.4 | Is proactive and uses initiative. | X |  | I |
| 5.5 | Is committed to high standards. | X |  | I/T |
| 5.6 | Demonstrates a flexible attitude and is adaptable to change and open to new ideas. | X |  | I |
| 5.7 | Displays integrity and honesty. | X |  | I |
| 6. Teamwork | | | | |
| 6.1 | Recognises and makes positive contribution to team activities. | X |  | I/O |
| 6.2 | Recognises and makes a positive contribution to wider teams. | X |  | I |
| 6.3 | Is able to undertake mentoring, coaching, guidance and support. | X |  | I/O |
| **6. Upholds Company Values** | | | | |
| 6.1 | **Care** – Passionate and compassionate about people and providing best quality of care. Acts with positive intent having regard for impact of decisions and actions on individuals. Is able to distinguish between the individual and their behaviour and manages situations accordingly | X |  | A/I |
| 6.2 | **Trust –**Can be relied upon to make sound decisions for their service and team. Shows confidence in others to deliver positive outcomes/results to the best of their ability | X |  | A/I |
| 6.3 | **Respect** – Value others ideas and contribution, treating people as individuals and values diversity and equality | X |  | A/I |
| 6.4 | **Progress** – Strives to continue improvement in all areas and responds positively to change | X |  | A/I |

Key for Assessment Method: A: Application form I: Interview