

Job Title: Registered Manager

Responsible to: Operations Manager

Job Location: Based at the Helping Hands head office in Exmouth Or Sub Office in Honiton but travel required throughout East Devon dependant on the business need.

Overall summary of role:

The Registered Managers main role is to provide Leadership and oversight of the administration, care, service delivery and safety of the service. The Registered Manager must lead their team to ensure the Service they are managing always remains fully compliant, meeting all legal and legislative requirements. You are required to manage all functions of the service with support from the Operations Manager or Deputy Manager. The Registered Manager will need to promote the Organisations core values and be a highly motivated individual who can build and maintain an inclusive, high performing team to achieve the Organisations goals.

Personal Knowledge, attributes and Qualifications:

- To have a Level 5 in Health and Social care (or similar), and be willing to work towards a Level 5 in Leadership and Management.
- To have worked in a community care service.
- To maintain care and management skills at a current level, and undertake such training and development as may from time to time be required to maintain that currency of practice.
- Flexible working ability
- Excellent communication skills, verbal & written
- Reliable, professional & smart appearance
- Proven understanding of the principles of good practice, regulatory standards and Compliance
- Proven track record of successfully managing a service in a community care setting
- Good knowledge and understanding of clients requiring Care & Support at home, Company demographic
- Ability to successfully build and maintain effective working relationships with both internal and external stakeholders, including Local Authorities and Commissioning services.
- Good time keeping
- Well organised, able to self-motivate & plan the delivery of the service and all other associated tasks as directed by the Operations Manager
- Good understanding of health & safety in relation to the services we provide & the risk and needs process

Responsibilities:

Service Development

- In partnership with the Operations Manager, contribute to the identification and development of strategies for the planning and delivery of quality, innovative care services.
- To maintain the operations of the service at the standard agreed with the Registered Provider, within the financial budget or other parameters set by the Provider.
- Efficiently manage costs and budgets set out by the Operations Manager/ Director.
- To support projects that will improve the efficiency and effectiveness of the service.
- To produce monthly management reports as required.
- Develop and maintain effective working relationships with the Senior Management team.
- Create and uphold an open, positive and inclusive management culture.
- Participate in the development and implementation of the Agency's policies.
- Work the Operations Manager in the development of strategic plans for the Agency.
- Establish effective compliance monitoring systems with the Operations manager to evidence auditable actions, follow up and learning.
- Operate the Agency in a cost-effective manner, within the financial limits set by the Operations Manager and/ or the Director, particularly in the area of personnel costs.

Quality Assurance

- To implement and support an effective quality assurance programme to promote high quality, best practice and continuous improvement of services in line with Quality Assurance Policies.
- To manage all comments, complaints and safeguarding and CQC concerns appropriately and in accordance with organisational Policy.
- To continuously improve services, care and support, through regular auditing and sharing those learnings to the Office teams and care staff where applicable.
- To be responsible for and ensure the Service remains fully compliant with CQC regulatory standards, and work towards a minimum of 'Good' rating.
- Notify the Care Quality Commission, at least one month prior to absence (except in an emergency, in which case within one week) of continuous absence of 28 days or more, stating: length of absence, reason, and arrangements for running the establishment, name address and qualifications of person responsible for the establishment during the absence.
- Notify return within 7 days of return from an absence of 28 days or more.

Care Management

- To be responsible for initial assessments, risk assessments, reviews and record keeping in the absence of a Team Leader
- To lead and support the Team Leaders and Deputy manager
- To delegate responsibilities to the appropriately trained personnel.
- To provide a holistic care approach to all clients.
- To effectively manage the Office team and deal with any concerns raised by the Team Leaders or Deputy managers.
- To be actively involved in the service delivery
- To play an active role in the oversight and delivery of care, and ensuring that standards are met by all.
- To build effective working relationships with MDT's, GPs, Social workers etc to effectively manage the clients care.
- Implement action to meet and maintain care standards.
- Audit and evaluate all supporting client information including, care plans, risk assessments etc.
- Ensure Service User rights are protected and advocate for them when necessary.

Service Delivery

- To ensure the delivery of person-centred care services that promote independence, choice and dignity to empower people to live as independently as possible.
- To deliver services that ensure the Organisation's duty of care to the service user and staff providing the service.
- To proactively manage the Office Team and ensure the Service is resourced during office hours and make certain the provision of an effective out of hours duty service.
- Systematically solve day to day problematical issues which arise and support your team through this.
- Efficiently oversee the rotas and staff allocation ensuring it is completed in a timely manner.
- Work as part of the office team:
 - Receiving and dealing with general enquiries
 - Providing support to staff, service users and/or their representatives
 - Delivering care when required, this may include out of core working hours.
- To help promote the Organisational values and reputation across Social Media platforms.
- To support with the shared Duty responsibilities, out of office hours, including some weekends, this may require you to work in the community if there are staff shortages etc in line with the Business Continuity Plan.
- To communicate effectively with Service Users, colleagues and Managers
- Listen and respond to individuals' questions and concerns

Staff

- Arrangement and completion / delegation of regular workplace supervision for community staff
- Specify, recruit, select and train employees, in numbers agreed with the Operations Manager, and at a cost which is agreed with the Operations Manager/ Director, not exceeding the agreed staff budget (including agency cost).
- Oversee the organisation and implementation of office-based supervision and appraisals for designated staff
- Set agreed goals for the team and monitor performance against these
- Escalate concerns regarding service delivery, staff performance or service user wellbeing to the Operations Manager as required.
- Play an active role in the recruitment of new care staff
- Actively identify staff learning and development needs, and coordinate with the Training Manager to complete this.
- Maintain and oversee recruitment compliance and safety processes.

Administration

- Maintain all records as required by legislation and regulation
- Use of electronic records to maintain all staff and service user information
- To make sure we remain compliant with all documentation and be accountable for your own record keeping and administration
- Complete designated administrative tasks as directed by the Operations Manager
- Safeguard the Organisation with robust monitoring and auditing processes in place and follow up, ensuring there is an auditable trail of evidence.
- Promote through documentation to all staff and provide support and education if required.

Personal Development/ specifications

- Attend training as necessary
- To maintain own development portfolio and contribute to identifying own learning needs
- Create a work atmosphere which promotes a high quality of work life.
- Create and maintain a culture of performance and excellence.

Working hours: Nominally 40 hours per week, subject to achievement of goals and objectives and the covering of vacant shifts. The Manager will be expected to maintain an on-call facility, and in the case of holiday or sickness, to arrange for the facility to be maintained.