



## Job Description

### Registered Manager – Domiciliary Care

#### Beehive Care & Training Group Ltd

Feb 2025

#### Job Purpose:

The Registered Manager at Beehive Care & Training Group Ltd. plays a crucial role in leading the delivery of exceptional domiciliary care services. They ensure compliance with regulatory requirements, uphold company policies, and drive continuous improvement in service quality and safety. This role demands a strong leader who can manage, support, and train staff to deliver compassionate, person-centred care while maintaining the highest professional standards.

#### Duties and Responsibilities:

1. **Manage Safety and Quality:**

- Implement robust systems and procedures to ensure service quality and safety.
- Monitor compliance with regulatory requirements and company policies.
- Uphold high standards of service delivery.

2. **Ensure Safe Service Delivery:**

- Take responsibility for delivering services in a safe and legally compliant manner.
- Implement risk mitigation protocols to safeguard customers and staff.

3. **Training and Development:**

- Stay updated on legal, best practice, and policy changes through continuous training.
- Apply acquired knowledge to enhance service delivery and team performance.

4. **Health and Safety Monitoring:**

- Oversee health and safety practices in the workplace and field settings.
- Lead infection prevention and control measures, ensuring regulatory compliance.

5. **Record Keeping and Reporting:**

- Maintain comprehensive and accurate records in line with legal and company requirements.
- Ensure effective documentation to support efficient business operations.

6. **Implement Quality Management Systems:**

- Develop and oversee quality improvement initiatives.
- Manage complaints and incidents, conducting investigations and corrective actions.

7. **Flexibility in Service Delivery:**

- Adapt to changing circumstances to ensure seamless service delivery.
- Prioritise customer and staff well-being at all times.
- Participate in on-call duties as required to ensure continuity of service delivery.

## Key Responsibilities Overview:

- Provide leadership and direction to the domiciliary care team.
- Ensure compliance with all relevant regulations, including CQC standards.
- Act as the Registered Manager, maintaining CQC registration.
- Recruit, train, supervise and support care staff, ensuring competency and motivation.
- Lead safeguarding initiatives and address concerns in line with policies.
- Oversee and regularly review personalised care plans to meet customer needs.
- Maintain strong relationships with customers and families, addressing concerns effectively.
- Implement quality assurance processes, audits and feedback mechanisms.
- Manage domiciliary care budgets, ensuring resource efficiency and financial compliance.
- Drive continuous improvement initiatives to enhance service quality and efficiency.
- Identify and mitigate risks to ensure customer and staff safety.

## Qualifications and Experience:

- Registered Manager with the Care Quality Commission (CQC) or willingness to register.
- S/NVQ Level 5 or equivalent qualification in management (or willingness to work towards it).
- Proven managerial experience within the domiciliary care sector.
- Strong knowledge of regulatory and compliance requirements.
- Excellent leadership, communication, and interpersonal skills.
- Ability to work effectively under pressure and manage changing priorities.
- Dedication to delivering compassionate, person-centred care.

**Note:** This job description outlines the key tasks and responsibilities of the role but is not exhaustive. Duties may evolve to align with service needs and professional development opportunities.

## Essential and Desirable Criteria table for the **Registered Manager – Domiciliary Care**

Criteria	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>– Registered Manager with CQC or willingness to register.</li> <li>– NVQ Level 5 in Health &amp; Social Care Management or willingness to work towards it.</li> </ul>	<ul style="list-style-type: none"> <li>– Degree in Health &amp; Social Care or related field.</li> <li>– Additional management or leadership qualifications.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>– Proven experience in a managerial role within domiciliary care.</li> <li>– Experience in safeguarding and risk management.</li> <li>– Experience managing CQC inspections and compliance.</li> </ul>	<ul style="list-style-type: none"> <li>– Experience in budget management and financial planning.</li> <li>– Experience in business development and service expansion.</li> </ul>
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>– Strong understanding of CQC regulations and domiciliary care standards.</li> <li>– Excellent leadership and team management skills.</li> <li>– Strong problem-solving and decision-making abilities.</li> <li>– Good IT and record-keeping skills.</li> </ul>	<ul style="list-style-type: none"> <li>– Knowledge of local authority contracts and commissioning processes.</li> <li>– Experience implementing digital care management systems.</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>– Compassionate, person-centred approach.</li> <li>– Ability to work under pressure and manage changing priorities.</li> <li>– Strong communication and interpersonal skills.</li> </ul>	<ul style="list-style-type: none"> <li>– Ability to develop positive relationships with external stakeholders.</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>– Flexibility to participate in on-call duties.</li> <li>– Full UK driving licence and access to a vehicle.</li> </ul>	<ul style="list-style-type: none"> <li>– Experience delivering training and mentoring staff.</li> </ul>