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| Job Title: | Registered Manager | Location/Service: | Click or tap here to enter text. |
| Department: | Operations | Reports To: | Assistant Director / Director of Adult Services |
| Responsible For: | Deputy Manager / Team Leaders | Budgetary Responsibility: | Service Budget |
| Level of DBS Check Required: | Enhanced | Expected Regulatory Responsibility: | CQC Registered Manager |
| Does the role require travel to multiple sites? | On Occasion to any Hesley Group or external site as required. |
| Purpose: | | | |
| This post involves being responsible for the Registration and for day to day management of a service for people with a learning disability who may also be autistic, have complex communication needs and/or behaviour that may challenge. The post-holder is accountable for ensuring the people who live within the service receive the highest possible quality of care and lead their best life.  You will drive the service to deliver a supportive and outstanding culture for all. You will develop staff in their respective roles to deliver outstanding levels of care and support at all times. You shall role model and embed an ethos of openness, transparency and continuous learning at the service.  As the post-holder, you play a vital role in ensuring compliance with the Health & Social Care Act 2008 and its associated regulations. Your leadership position is central to fostering strong values and a shared understanding within the service. This important role comes with both responsibility and accountability for everything that occurs within the service under your leadership. | | | |
| **Key Role Responsibilities/Accountabilities:** | | | |
| **1.0 Putting People First**  1.1 Your role provides clear and present leadership to your service and direct management to your team. You deliver this using an open and transparent style of role model leadership that is consistent with our mission, vision and values/behaviour framework.  1.2 You nurture and sustain quality relationships with the people we support, your colleagues and all stakeholders both internal and external to Hesley Group.  1.3 You promote the equality, diversity, and rights of colleagues and the people we support and work in anti-discriminatory ways at all times in accordance with the Equality Act 2010 and the organisation’s policies. You will also actively contribute to the development of systems and processes to ensure this happens.  1.4 You ensure that the staff for whom you have line management responsibility receive developmental supervision and appraisal in line with our organisational policy expectations. This will include setting actions and objectives for improving the service/lives of colleagues and those that live there, aligned to policy expectations.  1.5 You are accountable and responsible for ensuring that the health and social care needs of people we support are met at all times. Ensuring that management teams and colleagues work collaboratively to ensure that those we support are leading their best life and colleagues at your service are effectively lead and supported in their roles.  1.6 You ensure that those who live with us are supported to maintain consistent social contact with friends and family and are encouraged to live a fulfilling life through social connectivity. You will also ensure where appropriate that independent advocacy services are engaged to support people with their decision making and relevant life choices.  1.7 You will play a key role in the recruitment and training of all staff at your service, working collaboratively with the Head of Recruitment/People Partnering and Workforce Development to align with 'Safer Recruitment' practices. You will strive to ensure your team sustain levels of training at 95% for all mandatory courses, supporting your team to fulfil their roles effectively. Additionally, you will maintain a proactive approach to recruitment by regularly reviewing the next three months of service activities. This will ensure the team is well-prepared to meet any evolving needs of the business or individuals.  1.8 Supporting people to play an active role in their community is key to supporting a successful and happy life – working collaboratively with internal and external stakeholders to make this happen will be key to your success in your role.  **2.0 Passionate About Quality**  2.1 In your role you maintain outstanding standards of service delivery, ensuring the service is sufficiently flexible to meet the individual and varied needs of the people we support. This will include participating in and undertaking regular audits and reviews of systems and practice as necessary and any subsequent activity to ensure the highest levels of compliance with regulatory, best practice and organisational standards.  2.2 You implement and maintain consistent access to primary and secondary health care and available multi-disciplinary support as needed (internally and externally) for the people we support. This will include all relevant health directorates relevant to each individual, alongside the management and maintenance of identified medication regimes aligned to prescribed instructions.  2.3 Your service will focus on delivering high-quality standards of record keeping, reports, correspondence, and communication, all aligned with your service’s, 'roadmap to outstanding.' This includes maintaining the service in an 'inspection ready' state at all times, ensuring clear and concise information is readily available to showcase the excellent work achieved across all business areas.  2.4 As a Registered Manager you are expected to keep up with legislative changes and support the service and organisation to adapt to these changes as and when they arise, alongside ensuring that you submit all required legal notifications within their designated timescale (including the Provider Information Return).  2.5 You will regularly audit and review your service against the regulatory standards, policy standards and organisational systems and processes and participate in other quality reviews and audits in order to assure a high-quality service. All feedback will be constructively implemented to ensure a cycle of continuous improvement and learning at the service, striving for an outstanding CQC outcome.  2.6 The service will be built on the principles of ‘Right Support, Right Care, Right Culture’ (CQC 2022). The service will ensure good pathway planning and shall embrace this guidance as the cornerstone of the service until such time as it is superseded.  2.7 As post-holder you will work within the organisations KPI model and ensure that your service meets all KPI reporting requirements, where this is not the case a rationale will be provided and a plan to move towards meeting the KPI. You will support the service to grow and develop KPI’s relevant to your services and the outcomes it achieves for people. The service you manage will achieve 95% compliance with all regulatory KPI’s.  2.8 You are responsible for the deployment and rostering of employees aligned to commissioned hours to meet the changing needs of the service and the people we support. The service will always have a least 4 weeks of rosters available for staff to view at any time and rosters will adhere to core teams as a key priority for all staff, people we support and their families.  2.9 You will implement, maintain and review on an ongoing basis the service’s continuous improvement plan; service risk register; and business continuity plan, to ensure the safe running of the service at all times.  2.10 You will actively participate in Quality Assurance meetings as needed, taking ownership and accountability for activities within your service. Your presence at Health and Safety meetings, Registered Manager meetings, and other role-specific meetings is essential. If you are unable to attend, we ask that you arrange for a representative to attend on your behalf.  **3.0 Progress Focused**  3.1 A key priority of your role will be to promote life choices for people who live in the service, keeping them informed of their circumstances and rights, involving them in planning their lives, and supporting them to take greater involvement and control in their life. This will be through the principles of Positive Behaviour Support, building Capable Environments, Person Centred Care Planning and the Mental Capacity Act Code of Practice. You will be committed to ensuring that the individuals you support are at the centre of every decision they make (where this is possible or relevant legislation where this is not the case).  3.2 You will work closely with clinical colleagues and ensure that you have a positive and engaging relationship that focuses on the outcomes for the individual. You will ensure that all professional guidance received from clinicians is contributed to, received and implemented promptly in support plans, risk assessments and other staff guidance documents as directed/required.  3.3 As Registered Manager you shall work with the Business Development Team to ensure that people’s needs and compatibility are appropriately assessed and that people coming to live in the service have a well-planned, positive experience of transition. You will strive to maintain viable occupancy levels to sustain the success of the service at a target of 95% occupancy, you will be focused on proactive planning, ensuring suitable people we support are ready to move in as vacancies arise.  3.4 You will manage and audit the budgets for which you have responsibility with due reference to the commercial viability and financial security of the service, aligned to your specific finance goals. You will ensure that you manage expenditure in the service responsibly, ensuring that waste is minimised in all cases and that all cost based decisions are as efficient as possible. Your target is to support revenue growth and, where sustainable, improve the profit margin at the service through efficiencies and/or growth, and to outperform against the previous Full Year budget.  **4.0 Prioritising Safety**  4.1 As Registered Manager you will strive to keep people safe at all times, following the Safeguarding Adults Policy and Procedures for reporting suspected abuse. You will effectively lead, manage and learn from all incident related, complaint led and safeguarding processes, and share the learning with your team and the wider organisation.  4.2 You will develop and sustain a culture of openness and transparency, reporting succinctly and accurately whilst working in an open and transparent manner as set out in the Duty of Candour Regulation (CQC). Should you have any concerns about the safe running of the business or service you are responsible for you will escalate these concerns directly to your line manager so that you can receive guidance and support.  4.3 You will ensure that all parts of the service’s environment (including equipment), are appropriately maintained and reflective of the needs of the people who use the service. A key part of this is planning and contributing to the capital expenditure program for your service, identifying areas for expenditure and efficiency with the capex program.  **5.0 Other Duties**  5.1 You will carry out ‘on-call’ duties as agreed within the ‘on-call’ policy.  N.B. The post holder may be expected to undertake additional responsibilities that are reasonably required, appropriate to grade and capability. This job description will be regularly reviewed, involving the post holder, to ensure that it continues to reflect service priorities and developments. | | | |
| Legal and Statutory Responsibilities for all Colleagues: | | | |
| Safeguarding: All colleagues have a duty to maintain a basic level of understanding of safeguarding, signs of  neglect or abuse and how to raise a safeguarding concern as outlined in the organisations Safeguarding and  Whistleblowing policies.  Health & Safety: All colleagues have a duty to take reasonable care for the health and safety of themselves and others. This includes contributing to a safe and secure environment for the people who use our services.  This implies taking steps to understand, manage and mitigate any hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. You will maintain the highest standards of safety for individuals and staff and adhere to environmental standards in all cases. You will oversee the completion of auditing to monitor all Health & Safety compliance and confirm that you will notify your line manager where any breech occurs as soon as reasonable practicable.  Training Compliance: All colleagues are responsible for maintaining compliance with all mandatory training required for the specific job role they undertake or service they work in, any required qualifications and maintaining any required professional registrations to ensure professional skills and knowledge remain up to date.  Information Governance: All colleagues have a duty to main the confidentiality and integrity of any sensitive or personal data that they access or use within their role.  Diversity and Inclusion: All colleagues are expected to contribute to the development of an inclusive workplace and treat others with dignity and respect at all times.  Line Management: Roles with line management responsibility are expected to ensure all direct reports, and teams they oversee, receive the appropriate levels of supervision and have an annual performance review and contribute to a culture of continuous improvement and development.  Qualifications:   * To maintain and develop up-to-date professional knowledge and skills through training, reading and other such activities and to incorporate these into practice. * You are expected to complete ‘Designated Safeguarding Lead’ training annually. * You have at least 4 years Manager / Deputy Manager experience (or equivalent) in a social care setting. * You have/are working towards a Level 5 qualification in Leadership and Management (or equivalent). | | | |
| Person Specification: | | | |
| * Knowledge of good management practice including relevant aspects of employment issues and legislation, Health & Safety and anti-discrimination. * Knowledge of learning disabilities and complex needs including Positive Behaviour Support and person-centred planning. * Knowledge of CQC Fundamental Standards, Mental Capacity Act and other relevant regulations/ legislation. * Knowledge of adult Safeguarding procedures. * Ability to attend work punctually and reliably including nights, evenings and weekends as required to fulfil the role effectively. * Ability to ensure policies and procedures are translated into practice through effective management practice. * Ability to communicate clearly to a range of other people. * Ability to audit existing day to day practice and performance, identify scope for improvement and implement necessary changes. * Ability to learn, apply and promote the consistent use of Positive Behaviour Support approaches to supporting people. * Ability to work to deadlines and prioritise accordingly. * Ability to form and promote positive relationships with all stakeholders internal and external to Hesley Group. * Ability to coach, mentor and role model effectively. | | | |
| Our Values and Key Attributes: | | | |
| All colleagues are expected to operate in line with our Values and Behaviour Framework at all times. The framework outlines our core values and the behaviours that we consider to uphold each of our values, as well as universal attributes we consider to underpin everything we do.  Our Values  A black and orange text  Description automatically generated  We put the people we support, families and colleagues at the centre of all we do.  A black background with blue text  Description automatically generated  We recognise that quality comes from our commitment to best practice, improvement and learning; not just compliance.  A blue circle with a white house in the middle  Description automatically generated  A pink and black sign with text  Description automatically generatedWe are passionate about improving lives and work together to enable the people we support to achieve their aspirations.  We embrace a culture of trust and safety so that each of us can perform to our best and thrive.  Universal Attributes  A close-up of a logo  Description automatically generated  Communication is a two-way street; as well as honesty, we actively listen so we can  understand the needs and views of others.  A close-up of a logo  Description automatically generated  Good collaboration between individuals strengthens the team as a whole, enabling  us to share ideas, encouraging others to adopt new skills, while learning from others  ourselves.  A close up of a sign  Description automatically generated  By taking a non-judgmental approach, we can demonstrate empathy and be seen  as approachable, while respecting the culture and opinions of our peers.  A close up of a logo  Description automatically generated  We are accountable for our own actions, and by sharing the lessons we learn in our  working lives, we do things better individually and more broadly as an organisation. | | | |

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| **Last Updated By:** | Leigh Tudor | **Date:** | 31.01.25 |