# revised logo July 2017

## REGISTERED MANAGER JOB DESCRIPTION

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| **Salary:** | NJC Points 36 to 42 |
| **Hours:** | 35 per week. Hours generally worked during office hours however you will be required to work flexibly, including some evening and weekend work as required. |
| **Contract:** | Permanent |
| **Location:** | Ivy Mill Business Centre |
| **Accountable To/Line Manager:** | Board of Trustees / CEO |
| **Main Contacts:** | Supported Individuals both internal and external  Families and Friends of Supported Individuals  All Ordinary Lifestyles employees  Trustees and Volunteers  Health and Social Care Professionals/Students  Training Bodies  Commissioners  Accountants  Regulators, i.e. CQC  Members of the Public |

**Main Purpose of Role:**

The main purpose of the job is, in partnership with the Management Team, to be responsible overall for the day to day operations of the organisation with regards to service delivery, including the recruitment and managing of staff teams and ensuring that the quality of services provided meet the requirements of the Care Quality Commission (CQC) and other regulatory bodies.

**Main Tasks:**

1. **Service Management and Development Responsibilities:**

* To listen to the individuals using the service, and their staff, and to respond, if necessary with the Management Team and Board of Trustees, in a thoughtful and reasonable way in accordance with Ordinary Lifestyles’ values as a person centred service and a good employer
* To ensure that each individual’s person centred support plan and all other documents, e.g. risk management, health action plans etc. are reviewed on a regular basis so that the services continue to find safe and innovative ways of supporting people to become part of their local community
* To provide clear and effective leadership by setting standards, monitoring performance and providing a positive role model to ensure that the service is person centred
* To ensure adequate staffing levels, using workers who understand the needs of the individual(s) they work with, and to have a shared responsibility for recruitment, pay and matters concerning personnel management in consultation with the Management Team
* To provide information, guidance and ongoing supervision to enable staff to effectively and safely carry out their roles. Carry out job consultations, appraisals and monitoring of staff performance.
* To help maintain quality by being involved in conducting regular audits
* To work with new individuals and their families who may wish to receive support from Ordinary Lifestyles, to complete needs assessments, accurate financial costings and identify any accommodation issues for any potential new services.
* To work with Housing Associations / Landlords to ensure that accommodation meets the needs of the individuals living there.
* To publicise and promote the organisation within the wider community in order to increase awareness of our values and in order to encourage more families to be involved

1. **Registered Manager responsibilities:**

* To ensure that the organisation meets its statutory duties in accordance with the Health and Social Care Act 2012, Health and Safety at Work Act 1974 and all other legislation which affects us
* To participate in the emergency on-call system and ensure that all emergency on-call issues are dealt with effectively
* To attend local authority provider meetings, registered manager meetings and to liaise appropriately with other groups, agencies and authorities
* To monitor incidents and accidents within the organisation and provide information to the Board of Trustees.
* To submit Provider Information Returns (PIR), safeguarding and other required notifications to the CQC in the agreed timescales.
* To complete necessary referrals and self-assessments required by the funding local authority or CCG.
* To keep abreast of changing legislation, best practice and service developments with regards to people with learning disabilities

1. **General management responsibilities associated with this role:**

* To work with others to ensure that all management policies and decisions support the agreed vision, mission, values, philosophy and strategic priorities of the charity
* To work with the Board of Trustees, attending meetings and providing them with clear quarterly reports on all aspects of the service
* To contribute along with others to the organisation’s Strategic Action Plan, or other frameworks for agreeing strategy
* Other appropriate duties may be required by the organisation from time to time.

## REGISTERED MANAGER PERSON SPECIFICATION

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| Experience | **How assessed** |
| **Essential Requirements:**  * At least 2 years’ working with people with people with learning disabilities in a variety of different situations * Working with families and liaising with relevant agencies  **Desirable Requirements:**  * Working in a management position * Working with Trustees | Application form  App. Form/interview  App. Form/interview  App. Form/interview |
| Qualifications/Education |  |
| **Essential Requirement:**  * To meet the requirements in order to become a Registered Manager with the CQC  **Desirable Requirement:**  * Possess a qualification in social work or relevant allied health profession and associated registration with HCPC/NMC | Application Form/ Certificates  Application Form/Certificates |
| Knowledge |  |
| **Essential Requirements:**  * Understanding of the values underpinning supported living * Ability to support people with all aspects of daily living in a way that respects their dignity and promotes independence and choice. * Understanding of the needs and rights of people with learning disabilities * Understanding of anti-discrimination issues * Understanding of Community Care principles and legislation, and the role of independent sector providers and associated regulatory bodies * Understanding of how to recognise and respond to safeguarding concerns * Good written and verbal communication skills * Competence in Microsoft Office, e.g. Word, Excel, Outlook * Ability to manage budgets  **Desirable Requirements:**  * Ability to manage and support staff * Knowledge of housing issues/DWP benefits * Understanding of the principles of person centred support and risk management plans * Knowledge of health and safety matters in relation to homecare services and risk management | **ALL** Application Form/ interview |

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| Skills |  |
| **Essential Requirements:**  * Skill in promoting and encouraging a “learning culture,” through formal and informal means * Good communication skills, written and verbal * Staff management skills and abilities to provide positive leadership * Ability to self-motivate and work on own initiative  **Desirable Requirements:**  * Skill in planning and delivering formal training | Interview  Application Form/ interview  Interview  Application Form |
| Circumstances |  |
| **Essential Requirements:**  * Possession of a car and a current UK driving licence * Ability and willingness to undertake evening and weekend working as the service requires and to share the ‘on call’ responsibilities within the Management Team * Good interpersonal skills * Proven ability to work on own initiative * Ability to set priorities and meet deadlines * Good team member | Application Form  Application Form  Interview  Application Form/ interview  Interview |