

JOB DESCRIPTION

Post: Registered Service Manager

Location: James Dixon Court

Accountable to: Operations Manager

Direct Reports: Deputy Manager

JOB PURPOSE

To manage and develop the service at James Dixon Court ensuring that this is compliant with relevant legislation, company policies and other relevant guidance.

To be the registered manager for the Care Quality Commission.

WORKPLACE VALUES

The post holder will be expected to operate in line with our workplace values, which have been co-produced by individuals who use our services.

Our core values:

- **Big Hearted:** we say that we are proud of the quality of care, empathy and kindness we offer to the people we support and each other;
 - **Count on Us:** we act in a way that you can rely on us to be able to meet the needs of the people we support and each other;
 - **Together as One:** we say that we take pride in working as a team to deliver a very person-centred service; &
 - **People Focused:** we recognise the importance of transparency, trust, recognition and development within our workforce.
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Main Duties

1. Manage the day to day operation of the service at James Dixon Court
2. Provide effective team leadership ensuring that all staff are supervised and fully trained to provide a high-quality service within a safe environment. Ensure regular staff meetings and encourage staff to express their opinions and points of view of the service.
3. Deliver a service to vulnerable adults that promotes and develops independence and inclusion and meets their individual needs.
4. Manage finances within budget and maximise profitability through appropriate use of resources.
5. Submit weekly and monthly financial statements to Head Office as required.

6. Participate in the recruitment and selection of staff and volunteers in co-operation with the Operations Manager and HR.
7. Ensure that service users have appropriate care plans and that their representatives are consulted with regards to the operation of the Service and they have access to relevant policies, procedures and other documents in appropriate formats.
8. Participate in the assessment of present and future development needs of the service. Keep staff informed of planned developmental or policy changes for the service.
9. Monitor and control service delivery and maintain appropriate data recording systems and provide relevant statistical information.
10. Develop and maintain positive working relationships with colleagues, other professionals, visitors, family members and other agencies.
11. Fully engage in marketing and promotion of the Service to maximise occupancy.
12. Be fully conversant and comply with all Company systems, policies and procedures and Care Quality regulations.
13. Communicate effectively and provide up to date information to senior managers and the staff team, include team members based in community or other setting
14. Report any safeguarding/DOLs concerns as per company and local authority policy.
15. Document any compliments, concerns and complaints and take action as per company policy where appropriate.
16. Participate in training and other development activities as required.
17. Ensure that health, safety, and security requirements of buildings and equipment are met and maintained where appropriate.
18. Take responsibility for personal continuous professional development maintaining an up to date knowledge of industry developments that may affect your service provision.

SPECIAL CONDITIONS

Must be able to fulfil the travel requirements for this post.

Occasional unsociable hours such as early evenings /weekends to provide effective management cover.

An Enhanced DBS Check.

Undertake on-call duties, as required. An allowance is payable for on-call duties.

OTHER

There is an expectation placed on all employees to achieve the appropriate level of qualification for the job role.

GENERAL

The post holder will be expected to work flexibly, and the exact nature of the duties described above is subject to periodic review and is liable to change. The post holder will be self-motivated and will effectively prioritise activity to achieve the maximum benefit.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All employees are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.

The organisation has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the organisation.

Due to the nature of the post, the individual will be required to undertake any checks as required under Safeguarding and/or relevant employment legislation.

Since confidential information is involved with the duties of this post, the post holder will always be required to exercise discretion and to observe relevant codes of conduct, codes of practice and legislation in relation to the General Data Protection Regulations.

Date: July 2021

PERSON SPECIFICATION

Personal Attributes Required Registered Service Manager	Essential (E) or Desirable (D)
<p>Qualifications & Training</p> <p>Diploma in Leadership and Management Level 5 or equivalent</p> <p>Registered Managers Award or equivalent</p>	<p>E</p> <p>D</p>
<p>Experience</p> <p>Managerial experience of a Registered Service in a residential setting</p> <p>Management of staff development promoting a team approach to support vulnerable people within a residential care setting</p> <p>Management of finances and budgets within a care home environment</p> <p>Decision making and problem solving at a senior level</p> <p>Managing within a unionised environment</p> <p>Experience of contributing and promoting service improvement and/or business development within health and social care</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Skills/Knowledge/Aptitudes</p> <p>Good understanding of CQC assessment criteria</p> <p>Good understanding of risk management and health and safety management</p> <p>Knowledge of Reablement/Intermediate Care provision</p> <p>Ability to use initiative and plan own and others workload to meet targets</p> <p>Ability to promote and effect change to develop and enhance service delivery</p> <p>Effective communication skills</p> <p>Proficient in Microsoft Office applications</p> <p>Effective management and staff leadership skills</p> <p>Strong organisational skills</p> <p>Ability to demonstrate behaviours that are aligned to the Company's core values</p>	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Special Requirements</p> <p>A current, clean driving licence or other means of reliable transport</p> <p>An Enhanced DBS Check</p> <p>Ability to work flexibly to provide on call and management cover, as required</p>	<p>D</p> <p>E</p> <p>E</p>