



## **Job profile**

### **Registered Manager**

#### **Grade J**

**Group:** Care, Wellbeing and Learning

**Service:** Provider Services

**Location:** Shadon House, Promoting Independence Centre

**Line Manager:** Team Manager

**Car User Status:** Casual

#### **Job Purpose**

To be responsible for the overall management and day to day running of the establishment in accordance with service strategies, policies and procedures and compliance with national minimum care standards, associated CQC regulations and registration requirements.

#### **The key roles of this post will include:**

1. To lead the centre in delivering its stated aims and objectives, primarily promoting the independence and well-being of service users, to achieve agreed outcomes.
2. To ensure that the service adheres to Registration Requirements and attains the very highest standard of performance against Care Quality Commission key lines of enquiry
3. To ensure that a comprehensive service is provided, in which facilities, resources, policies, activities and services of the centre are consistently audited, by adherence to the service's quality assurance system, ensuring that the centre is 'fit for purpose' and can continually improve
4. To ensure that core elements of the care service; financial procedures, medication procedures and Health and Safety practices, operate at an exemplary level and attain organisational and legislative requirements
5. To monitor and manage the establishments budget, ensuring that expenditure is made according to service and organisational requirements.
6. To be responsible for the effective control of staffing resources, employing high practices within the recruitment and selection, management, supervision, training and development of staff to ensure the service delivery meets its stated aims
7. To ensure employee absence management levels are consistently maintained at an acceptable level
8. To establish and maintain positive communication and professional relationships with Line management, council colleagues, health and social care professionals and voluntary and community sector agencies surrounding placements, care practices and projects
9. To provide exemplary customer care levels and ensure the centre positively responds to feedback received from stakeholders in respect of service delivery, with any complaints being dealt with in a sensitive manner and to seek resolution
10. To keep abreast of new dementia care innovations and best practice as a means to continually improve the service provision
11. Such other responsibilities allocated which are appropriate to the grade of the post.





## Knowledge & Qualifications

### Essential:

#### Knowledge

- Service users and relevant legislation
- Registration requirements
- Supporting individuals with a dementia condition

#### Experience

- Managing budgets
- Management experience which should include working within residential care

#### Qualifications

- NVQ 4 Management and Care
- Registered Managers award

### Desirable:

#### Experience

- Working with older people

#### Qualifications

- HNC Managing Care
- CSS or equivalent with relevant options



## Competencies

<b>Customer Focus</b>	Puts the customer first and provides excellent service to both internal and external customers
<b>Communication</b>	Uses appropriate methods to express information in a clear and concise way to make sure people understand
<b>Team Working</b>	Works with others to achieve results and develop good working relationships
<b>Making things happen</b>	Takes responsibility for personal organisation and achieving results
<b>Flexibility</b>	Adapts to change and works effectively in a variety of situations
<b>Learning and Development</b>	Actively improves by developing and applying new skills and knowledge and learns from past experiences
<b>Developing Teams and Individuals</b>	Promotes and supports team and individual learning and development and uses delegation to create a sense of ownership of high level organisational issues, and encouraging individuals to stretch beyond their current capabilities
<b>Managing Performance</b>	Effectively manages the performance of teams and individuals to ensure results are achieved
<b>Personal Impact</b>	Is self-aware, learns continuously and adapts behaviour in response to feedback. Makes things happen, operates with resilience, flexibility and integrity
<b>Making things happen</b>	Empowers people to initiate change. Supports innovative ideas and new ways of working