



Job Description

Registered Manager

Hours of work: Full time; 37.5 hours per week or part time considered for right candidate

Contract Type: Permanent

Annual Leave: 30 days plus bank holidays

Salary: Up to £40,000 FTE

Employed by: Involve Kent

Responsible to: Head of Delivery/Director of Services

Based: Flexible working available with some travel to head office and in and around the UK required

Purpose of the job

Lead on process of CQC registration for an innovative charity working with communities in and outside of Kent.

Develop and provide high quality care services that support the rights of people and their Carers (those caring unpaid for a family member or friend) to live the lives they choose as far as they are able. The registered manager is directly accountable to Involve and to the regulatory body CQC.

Efficiently manage the day to day running of the CQC registered service. Allocate resources and monitor performance to deliver high quality care services to people within budget. Manage all aspects of the staff team and provide sound leadership to ensure staff are clear about their respective duties and responsibilities and have the support they need to carry out their roles safely.

Key tasks and responsibilities

- Proactively manage your own health, wellbeing and resilience to ensure you can provide consistent and quality support to your staff team and to people who use our services.
- Work to and embed the Involve values into your work and the service.
- Responsibilities for all CQC registration and setting up of new services.
- Manage the safety and quality of the service.
- Be responsible for the safe delivery of the service in line with legislative requirements and the charity policy and procedures.

- Undertake training and development to keep up to date with the law, best practice and changes in policy. Apply this knowledge to day-to-day management and delivery of services.
- Understand and monitor health and safety in the workplace and in the community.
- Act as lead for infection prevention and control.
- Maintain full and accurate records and reporting systems in accordance with legal requirements and to ensure the effective running of the service.
- Implement quality management and improvement systems. Effectively manage complaints and incidents. Carry out investigations relating to the quality of the service and use findings to make improvements.
- Promote the rights of people and keep their wishes at the centre of their care and support
- Make sure that prior to each service commencing, a needs assessment and risk assessment with the person, and or their main carer, has been completed including what the person needs and would like to achieve from their care and support.
- Make sure a written individually tailored care and support plan has been created and agreed, that respects the person's wishes and promotes their dignity and privacy.
- Agree appropriate risk control measures to reduce identified risks.
- Provide the person, and where appropriate their representatives, with information about the service so that they are clear about what to expect and how they can raise any concerns.
- Apply excellent communication skills with people, their carers and families and representatives, staff and other health and social care professionals to deliver high quality care services.
- Keep all information about people and their families secure and confidential.
- Attend external meetings and represent the service in a positive and professional manner
- Participate in the growth and development of the business
- This list is not exhaustive and from time to time you may be required to undertake additional duties.
- Manage the effective recruitment, induction and training of staff
- Identify ongoing training needs and ensure staff are up to date with current best practice
- Ensure there are enough suitably qualified staff allocated appropriately to always meet service needs.
- Implement company policy and procedures in relation to managing absence, disciplinary, capability and grievance matters
- Provide information, guidance and ongoing supervision to enable staff to effectively and safely carry out their roles
- Carry out appraisals and monitoring of staff performance
- Ensure all emergency on-call issues are dealt with effectively, such as covering calls either directly or indirectly staff are sick or absent
- Be prepared to work flexibly to ensure the safe delivery of the service and take on any other reasonable requests from Senior Management or Exec team.

<u>Person Specification</u>	<u>Essential</u>	<u>Desirable</u>
Hold an up-to-date Level 5 Diploma in Leadership and Management for Adult care. (Registered Manager)	X	

Excellent communication, presentation, and networking skills with the ability to build positive relationships with stakeholders, commissioners and throughout staff teams	X	
Significant and relevant management and supervisory experience with the ability to recruit, inspire and develop successful staff teams	X	
Experience of developing and implementing change with management and staff teams to ensure continuous improvement for our services and client journey	X	
Ability to implement policies and procedures throughout management and staff teams into practice eg Safeguarding, Mental Capacity, risk management, person centred assessment and support planning, The Esther model	X	
Able to take decisions and use professional expertise, but within a structured framework and existing systems and policies	X	
Ability to ensure services/contracts are targeted appropriately and achieving KPI's and client satisfaction	X	
Able to work with self-reliance and with confidence to take responsibility (within professional boundaries)	X	
Strong and proven commitment to equality, diversity and inclusion	X	
Proficient IT skills and experience of using a database or CRM system, and all Microsoft applications	X	
Experience of contract and budget management of services supporting people in the community	X	
Resilient, confident, positive and with a methodical approach	X	
Alignment to Involves values and a real interest in working for a not-for-profit organisation that supports people to live healthier and happier lives	X	
Driving licence and access to a vehicle	X	