



POST:	REGISTERED MANAGER
REPORTING TO:	Chief Executive
ACCOUNTABLE TO:	Chief Executive
RESPONSIBLE FOR:	H.R. Manager, H.R. and Training Assistant (training only) Commissioning and Placement Officer, Quality Assurance Officer
DOTTED LINE REPORT:	Head of Clinical Services
KEY RELATIONSHIPS:	Residents, relatives, care and multi-disciplinary teams, Heads of Department and Human Resources.

Introduction

The competencies listed below are those that the jobholder is expected to demonstrate immediately on taking up the post. They constitute the minimum standards of performance. They are not intended to be exhaustive and the jobholder will be expected to constantly enhance and add to their competence. The jobholder's progress will be monitored and assessed against these competencies, and any further outcomes derived from key targets and performance indicators.

Job purpose and description

The Registered Manager is responsible for the operational day-to-day management of the Home ensuring Care for Veterans continued compliance with Care Quality Commission Standards, relevant legislation and organisational policies and procedures. Working in partnership with colleagues in the senior management team the postholder will ensure the provision of a high-quality service enabling individual needs and organisational priorities to be met in accordance with available resources.

Care for Veterans strives to deliver the highest quality of care. As a forward-thinking organisation, the Registered Manager must be committed to developing and enhancing the services we provide.

Key responsibilities

Team Management and Leadership

- To ensure that there is a co-ordinated and consistent approach to service delivery that is cost effective and efficient, making the best use of allocated resources.

- Utilising the professional skills of the H.R. Manager to identify recruitment needs and develop plans to ensure the service is appropriately resourced, managing talent and succession planning.
- To be routinely involved in a range of human resources/staff management duties including:
 - Workforce Planning to agreed KPIs
 - Recruitment, selection and induction
 - Training
 - Supervision, Appraisal
 - Disciplinary/Capability procedures
 - Absence Management
- To ensure with the H.R. Manager that H.R. processes and procedures are in place to meet the various organisational and staff requirements.
- To ensure that staff are trained for their roles and responsibilities having access to appropriate training and learning opportunities.
- To establish and maintain effective two-way communication to ensure that all staff are aware of and can contribute to operational and strategic developments e.g. staff meetings, Quality Improvement Group, staff newsletter.
- To arrange and attend regular organisational planning meetings with teams.
- To put in place systems to ensure healthy working practices and that staff receive relevant information to fulfil their health and safety responsibilities.
- To ensure that all staff are familiar with and work in line with Care for Veterans policies and procedures.
- To offer advice, support and guidance to staff at all levels.

Compliance

- To maintain a high-quality service working in partnership with colleagues to manage services.
- To ensure the service meets, and indeed exceeds, the requirements of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 and the Care Quality Commission guidance, Fundamental Standards.
- To ensure the delivery of safe, personalised services to each individual resident through assessment, person centred planning and regular outcome focussed reviews of services.
- To ensure compliance with Training and Development and Supervision Policies.

Service Delivery

- To ensure the delivery of person-centred care that promotes independence, choice and dignity to empower people to live as independently as possible.
- To ensure care services are structured in a way that provides flexibility, reliability and continuity.
- To ensure services are accessible.
- To ensure the development of robust systems, policies and procedures and keep these updated.

- To ensure the service is appropriately resourced with the right number of suitably qualified, skilled and experienced staff.
- To ensure that all new referrals are responded to in a timely manner in line with contractual and organisational timescales.
- To oversee the co-ordination of care staff across all areas.
- To deliver services that ensure the Organisation's duty of care to residents and staff providing the service.
- To ensure good communication and links with all stakeholders with regard to the provision of services including commissioners, residents, relatives, social work teams etc.
- To ensure the provision of an effective out of hours on-call service.

Service Development

In partnership with the senior management team participate in the strategic development of the organisation and assist with the identification and development of strategies for the planning and delivery of quality and innovative services.

- To grow and develop services through maximising referral opportunities.
- To identify marketing opportunities and develop a marketing plan.
- To manage projects that will improve the efficiency and effectiveness of the service.
- To produce monthly management reports, Key Performance Indicators (K.P.I.s) and attend Senior Management Team and Board Meetings.

Quality Assurance

- To implement and maintain an effective quality assurance programme to promote high quality, best practice and continuous improvement of services in line with Care for Veterans' Quality Assurance Policies.
- To deliver services effectively and efficiently and have clear audit and monitoring procedures and processes in place to ensure standards are continually met.
- To ensure good and safe practice in all activities relating to resident care by putting systems in place to guide, monitor and evaluate care and services provided.
- To resolve all complaints in accordance with Care for Veterans Complaints & Compliments Policy.
- To evaluate services through regular review, annual resident questionnaires, analysis of complaints & compliments etc.
- To implement Care for Veterans' Governance Framework to continuously improve services, care and support.

Resource Management

- To contribute to the effective use of resources.

Personal specification

Essential

Education and Training

- Level 5 Diploma in Leadership in Health & Social Care (Adults) or the equivalent.

Experience and Knowledge

- A minimum of 5 years' experience as a Registered Home Manager.
- Experience of motivating and managing a high performing team.
- Has knowledge and experience of Liberty Protection Safeguards and Mental Capacity Act (MCA).
- An excellent knowledge and understanding of the current legal responsibilities and standards of service, including the need for the management and delivery of person-centred care.

Values, attitudes and behaviours

- Ability to deliver the 6Cs of care in values, attitudes and behaviours of self and others (care, commitment, compassion, competence, communication and courage).
- Commitment to the mission of Care for Veterans.
- Promotes equality, diversity, inclusion and human rights.
- Displays a positive view of individuals' unique needs and abilities;
- Preserves resident and organisational confidentiality.
- Flexible approach to working hours (with a willingness to work hours to the needs of the business and take part in the out of hours on-call rota).
- Ability to lead through positive emotional intelligence.
- Committed to team working.
- Willing and able to take on clinical tasks as and when required.
- Ability to work on own initiative.
- Ability to deal calmly and effectively with crises/emergencies.

Skills and abilities

- Excellent communication skills.
- Organisational skills.
- Ability to prioritise work.
- Ability to form timely and realistic plans taking account of detailed operational issues, risks and benefits.
- IT literate.
- Ability to effectively manage the performance of others.
- Ability to motivate others to meet deadlines.
- Ability to recognise and develop additional opportunities for the service and the people using it.
- Ability to develop and promote positive working relationships with residents, their family and professional colleagues.
- Ability to manage competing priorities.

- Ability to effectively manage change when necessary, in a way that maintains engagement and minimises disruptions.
- Ability to identify and implement improvements or changes in a timely and effective manner

Other

- Right to work in the UK.
- Satisfactory Enhanced Disclosure with Adult Barred List check from the Disclosure and Barring Service (DBS)

Desirable

- A degree or diploma in nursing and live registration with the Nursing and Midwifery Council (N.M.C.).
- Neuro-disability management

Organisational competencies

The following organisational competencies are applicable to all employees working at Care for Veterans.

- 1 Budget Management and Resource Control**
 - Use available resources appropriately.
 - Identify and report shortages.
 - Suggest measures which would make more effective, efficient and economical use of resources.
- 2 Developing teams, individuals and self**
 - Identify individual learning needs and undertake required development plan.
 - Actively participate in the appraisal (IPR) process.
 - Provide feedback to Line Managers where there are difficulties.
 - Build effective working relationships; motivate appropriately.
 - Strives to work in partnership with colleagues.
- 3 Planning, Allocating and Evaluating work**
 - Undertake agreed activities in line with organisational objectives.
 - Contribute to the review process by providing feedback on work activities.
 - Make timely effective decisions involving the right colleagues at the right time.
- 4 Recruitment and Selection**
 - Contribute to the orientation of new staff.
- 5 Managing Change**
 - Remain open and receptive to change.
 - Work with others to implement change.
 - Take part in the evaluation of change.
- 6 Data Protection**
 - Adhere to legislative requirements by ensuring the compliance of oneself and others.

- 7 Health and Safety**
 - Adhere with legislative requirements and best practice by ensuring the compliance of self and others.
- 8 Disability Awareness**
 - Acknowledge and value the contributions of all residents.
 - Display an understanding of the needs of individuals with a disability.
 - Respect the privacy and dignity of all residents, at all times.
- 9 Communication**
 - Ensure that all written documentation is legible and accurate.
 - Ensure that verbal explanations are clear and accurate.
 - Ensure presentation in a friendly and helpful manner in all communications and interactions.
 - Actively participate in the team briefing process.
 - Minimise jargon and abbreviations.
 - Actively listen to others views before expressing own views
 - Share relevant information with appropriate colleagues.
- 10 Organisational awareness**
 - Promote good practice to achieve the aims and objectives of the organisation.
 - Uphold the organisation's vision.
 - Attend all mandatory training as stipulated by the organisation.
 - Display a passion for exceeding expectations.
 - Adhere to all organisational policies and procedures.
- 11 Personal awareness**
 - Demonstrate appropriate behaviour in stressful and difficult situations.
 - Display an awareness of own capabilities and areas for improvement.
 - Initiate and participate in change management processes.
- 12 Teamwork**
 - Recognise and value individual team members.
 - Display sensitivity to others' feelings and needs.
 - Acknowledge and uphold equality, diversity, inclusion and human rights for all.

This job description and person specification represents an outline of the major components of the job and is not intended to be exhaustive. It may with consultation be subject to additions and amendments from time to time as the need arises and therefore, in addition to the duties and responsibilities listed, the job holder is required to perform such other duties as might be reasonably required.

I have read, understood and accepted the duties and responsibilities outlined in the above.

Signed: _____

Print name: _____

Date: _____