

Registered Manager Job Description and Person Specification

Job Title	Registered Care Manager
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The Registered Care Manager is responsible for overseeing and managing the delivery of high-quality domiciliary care services within the guidelines set by regulatory bodies, ensuring compliance with relevant legislation, and maintaining the highest standards of care for service users. This role involves leadership, strategic planning, staff management, and continuous improvement to meet the evolving needs of service users.

Job Description

1. COMPLIANCE AND REGULATION

- 1.1. Stay updated on relevant legislation, guidelines, and best practices within the care industry, making necessary adjustments to business practices.
- 1.2. Ensure compliance with all relevant laws, regulations, and standards within the domiciliary care sector, especially those set by the Care Quality Commission (CQC) and Health & Safety Executive.
- 1.3. Assist to develop and maintain policies and procedures that adhere to regulatory requirements.
- 1.4. Conduct regular audits to assess and address compliance issues.
- 1.5. Responsible for the health & safety for staff and management of incidents and accidents.
- 1.6. Ensure regular review of Business Continuity and Disaster Recovery Plans.
- 1.7. Provide reports for contractual partners such as local authority or NHS.

2. QUALITY ASSURANCE

- 2.1. Implement and maintain quality assurance systems to monitor and improve service delivery to ensure high quality care.
- 2.2. Conduct regular audits and inspections to identify areas for improvement and implement corrective actions.
- 2.3. Implement effective quality control measures to enhance the overall standard of care provided.

3. SERVICE DELIVERY

- 3.1. Ensure the provision of person-centred care services are tailored to meet the individual needs and preferences of service users.
- 3.2. Conduct assessments of service users' needs and develop and implement efficient care plans in collaboration with the care team.

- 3.3. Ensure the use of CQC 'I' and 'we' statements are incorporated into care plans to evidence how we listen to and act on peoples' experiences.
- 3.4. Monitor and evaluate the effectiveness of care services, making necessary adjustments to enhance overall service delivery.
- 3.5. Oversee the monitoring and reviewing of care plans regularly to ensure they remain up-to-date and relevant.
- 3.6. Foster a service user centred approach to care, promoting independence and dignity.
- 3.7. Attend care visits as required.

4. SERVICE USER RELATIONS

- 4.1. Foster positive relationships with service users and their families/advocates.
- 4.2. Address and resolve service user concerns promptly and effectively.
- 4.3. Review Service user satisfaction surveys and implement improvements based on feedback.
- 4.4. Work closely with the care team to ensure that individual service user needs and preferences are met.

5. RECRUITMENT, TRAINING AND DEVELOPMENT

- 5.1. Responsible for recruitment and on-boarding of new staff (e.g. conducting interviews, recruitment checks).
- 5.2. Develop and implement a comprehensive training program for care staff.
- 5.3. Ensure that all staff members receive appropriate and ongoing training in line with industry standards.
- 5.4. Support the professional development of care staff through regular supervision and performance reviews.
- 5.5. Stay informed about industry best practices and incorporate them into the training program.
- 5.6. Attend training and management events.

6. RISK MANAGEMENT

- 6.1. Identify potential risks to service delivery and implement strategies to mitigate them.
- 6.2. Maintain comprehensive records of incidents and near misses.
- 6.3. Develop and update risk assessments for service users and staff.
- 6.4. Implement and review health and safety protocols.

7. LEADERSHIP PERFORMANCE

- 7.1. Provide effective leadership to the care team, promoting a positive and inclusive working culture.
- 7.2. Manage and supervise office and care staff, ensuring adequate staffing levels and efficient rostering.
- 7.3. Ensure company values are promoted and adhered to.
- 7.4. Conduct regular team meetings, training sessions to enhance staff knowledge and skills and appraisals of staff.
- 7.5. Prepare and issue any key communications to office and care staff (e.g. newsletters).
- 7.6. Provide clear direction to staff on goals, roles, and responsibilities.
- 7.7. Effective management of staff performance and conduct.
- 7.8. Ensure good communication with staff.
- 7.9. Ensure good communication with external stakeholders through meetings with local authority/NHS partners and local authority/NHS forums.
- 7.10. Build strong relationships through networking and supporting staff.
- 7.11. Maintain local market knowledge, including content from competitor reports from regulatory authorities.

8. OTHER

- 8.1. Supply payroll information each month to the Finance Manager.
- 8.2. Manage the expenses process for all staff and sign off as appropriate.
- 8.3. Prepare monthly management reports and other information as requested by the Directors.

9. KEY PERFORMANCE INDICATORS (KPI's)

- 9.1. Client satisfaction scores.
- 9.2. Compliance with regulatory standards.
- 9.3. Staff retention and satisfaction rates.
- 9.4. Incident and complaint resolution timelines.
- 9.5. Training completion rates for care staff.
- 9.6. Adherence to risk management protocols.
- 9.7. Steady, sustainable growth in line with set agreed targets.
- 9.8. Ensure sufficient new starters to support business growth.
- 9.9. Support the management of staff attrition rates.
- 9.10. Achieve a minimum overall KPI score.

Person Specification

Location: Everlife (Swindon)
Reports to: Directors

Essential Skills | Qualifications | Experience

- Working knowledge of CQC regulatory frameworks for Domiciliary Care.
- Good standard of education with good literacy and numeracy skills.
- Excellent organisational and time-management skills.
- Effective problem-solving and decision-making abilities.
- Ability to lead and motivate a team.
- Exceptional interpersonal and communication skills.
- Full UK Driving Licence.

Desirable Skills | Qualifications | Experience

- Management of a service provision within the Health and Social Care Sector.
- Level 5 Diploma in Leadership and Management for Adult Care or equivalent (or willing to work towards).
- Working knowledge of Adult Safeguarding.
- Knowledge of an electronic rostering and care planning system.

Core Behavioural Competencies

- **Organised**, in thinking and environment.
- Believe **clear procedures** are important.
- Believe **structure, organisation** and **schedules** are important.
- Ability to switch from **big picture to detail**.
- Ability to set and enforce **boundaries and rules**.
- Focus your attention more on **task**, tools and systems.
- Value being **part of a team**.
- Ability to be an **independent manager**.
- Willing to **challenge and be challenged**.
- **Open** – values and expects transparency.
- Naturally **acts immediately**.
- Have a **coaching/mentoring** approach to nurturing people.
- Have **knowledge** of the **domiciliary care sector**.
- Enjoy **solving problems** – ‘fixer’.
- Understand how and be able to **motivate people**.
- Will take **sole responsibility**.
- Put **Services Users first**.
- Have a strong desire to **‘Make a difference’**.