

Job Title: REGISTERED MANAGER

Responsible to: Regional Director of Operations

Purpose and summary of job

This post involves responsibility for a small home or a unit and will entail being the Registered Person with responsibility for the home. This role is about ensuring that high standards are maintained in the contexts of staffing, delegated budgets, the resources, fabric of the buildings and the health & welfare of individuals in our care, to ensure conformity with Group expectations and National Care Standards.

It involves creating, monitoring and evaluating the implementation of individual care and activity plans for the individuals in our care.

An important element is the requirement to lead, manage, supervise and support the team of staff, through line management and role-modelling, ensuring that Cygnet Health Care policies are implemented fully.

As Manager you will be expected to contribute to developing the establishment by participation as required in the planning, implementation, monitoring, evaluation and review of its policies and working procedures.

The process of managing and running the unit will be open and transparent, respecting the privacy and dignity of individuals in our care; supporting them in their day to day decisions with respect to the care they are to receive, taking into account their wishes and feelings where appropriate.

Main Duties and Responsibilities:

Managing service delivery

1. To ensure that good quality working relationships are built and maintained between individuals in our care and staff at all levels and that withdrawal from these relationships is done appropriately.
2. To promote the equality, diversity, rights and responsibilities of staff and individuals in our care at all times in accordance with statutory requirements and the Cygnet Health Care Group Policy and Procedures and ensure that there is no discrimination on grounds of a protected characteristic. There is also an expectation to contribute to the development of systems to ensure this happens.

3. To evaluate the risk of and to protect the individuals in our care from, threats to their health, welfare and normal development, both from inside and outside the Establishment. This will involve promoting awareness of personal safety as well as being able to identify abuse and respond to disclosure from an individual in our care. It also requires you to provide a model of good professional practice, possibly acting as a 'Designated Person', strictly following the Cygnets Health Care Group Code of Practice and Child/Adult Protection Policy and Procedures for reporting suspected abuse.
4. To maintain high standards of care and to gear the running of the establishment so that it is focused but sufficiently flexible to meet the expressed needs of the individuals in our care as necessary. This will include participating in and undertaking regular audits and reviews of the quality systems as necessary.
5. To use the establishment's residential community as a means of support and social learning for the individuals in our care. This will involve managing the group through procedures, norms and activities so that it provides an enjoyable and positive experience.
6. To ensure that individuals in our care carry as much responsibility for their own lives as they can reasonably and demonstrably be expected to carry, keeping them informed of their circumstances and rights, involving them in planning their lives, and supporting them and helping them towards taking greater control and responsibility in daily activities.
7. To create and develop links between the home and local community, so that individuals in our care can play a full and appropriate part in the life of the community.
8. To ensure that all stages in the stay of the individuals in our care, including admission, leaving and other times of change, are properly explored, planned and managed, with the appropriate involvement of parents, placing authorities and the individuals themselves and reflect decisions recorded in care plans.
9. To ensure that individuals in our care facing particular crises and stresses are offered appropriate additional support, and to ensure that staff are supported in dealing with the most complex cases.
10. To be responsible for ensuring that each individual in our care specific needs are met, such as:
 - Medical and dental
 - Medication;
 - Personal hygiene;
 - Dietary requirements;
 - Religious observance;

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- Culturally significant activities.
11. To take the required responsibility for all referrals, pre/post admission assessments and care planning for individuals in our care and produce review reports as necessary.
 12. To be responsible for the development, implementation, monitoring and evaluation of individuals in our care, life-long learning/recreational plans to ensure that each individual in our care needs over the full 24 hours of each day are correctly assessed and that all such plans are directly relevant and appropriate to each individual's needs.
 13. To take responsibility for participating in and chairing meetings as required.
 14. To provide and ensure from care staff, high professional standards of record keeping, reports, home correspondence and communication, ensuring these are maintained, up to date and accurate.
 15. To develop and maintain good working relationships with:
 - Parents and other family members;
 - Social workers;
 - Establishment staff;
 - Other professionals with a concern for the individuals in our care' needs, such as general practitioners, psychologists and child protection agencies.
 16. To be responsible for ensuring that all medication is administered, recorded and stored by trained responsible staff according to Cygnet Health Care policy.
 17. To maintain high standards of care and to actively promote positive aspects of behaviour ensuring that all staff manage unwanted behaviours strictly in accordance with Cygnet Health Care policies. This will involve monitoring practice to ensure that there is an emphasis on proactive strategies and only prescribed reactive interventions are used with individuals in our care.
 18. To plan and undertake on-call duties
 19. To support and partake in planning individuals in our care annual holiday with staff and participate as necessary.
 20. To ensure compliance with the Registered Homes Regulations (1991), Care Standards Act (2000) & Regulations, General Social Care Council code of practice and other legal requirements.

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21. To follow a work pattern as required to fulfil the role effectively (which may include nights, evenings and weekends) and to carry out unannounced night-time visits to the unit.

Managing staff

22. To provide leadership, guidance and management, communicating a clear sense of direction which staff understand and are able to relate to the aims and purpose of the unit.
23. To ensure compliance with the policies of the Cygnets Health Care Group at all times.
24. To ensure that staff have current job descriptions and understand their own and others roles and responsibilities.
25. To be responsible for the deployment and management of staff on a day-to-day basis, including the devising and maintenance of rotas for the same.
26. To be responsible for personnel procedures for staff including recruitment and selection, staff welfare, offering support at times of stress, managing sickness absences and for disciplining of staff all in strict accordance with Cygnets Health Care Policies and Procedures.
27. To ensure that the performance of all staff is monitored and they receive regular supervision and are appraised annually to the standards prescribed by the Group. This includes personally supervising and appraising staff for whom you are directly accountable.
28. To contribute fully to making work teams effective by striving to build positive relationships. You must give and receive constructive feedback aimed at developing the quality of relationships and performance.
29. To ensure staff are appropriately trained and to ensure that all staff are aware of the Group's commitment to the training and development of its staff and that they participate in all training necessary to perform their respective roles.
30. To ensure that staff use the communication network effectively and apply the appropriate level of confidentiality. This will involve maintaining good communication systems, including handovers, logbooks, diaries, notice boards and staff meetings (chairing/contributing to/minuting such meetings as required) and the use of e-mail and computer-based systems as they come into use.

Managing finance

31. To manage budgets within the figures and guidelines laid down. This includes contributing as required to the preparation of budgetary estimates and auditing expenditure on a regular basis, providing relevant financial information to your line manager.
32. To monitor ongoing expenditure including the use and cost of bank/relief staff and overtime and to alert the line manager if budgets are overspent.
33. To ensure that staff operate financial systems within the required guidelines, such as petty cash or ordering supplies.

Managing resources

34. To create and maintain a homely setting with which individuals in our care can identify.
35. To maintain a safe environment, complying with health and safety and other legal requirements.
36. To ensure that all parts of the unit environment are appropriate and sensitive to the needs of the individuals in our care being looked after.
37. To maintain the fabric of the building, its grounds and equipment in good condition, encouraging staff and individuals in our care to take care for their surroundings and make best use of the available resources.

General:

38. To advise, as required, on professional matters within the area of competence of the post.
39. To maintain and develop up-to-date professional knowledge, skills and competence through training, reading and other such activities and to incorporate the same into practice.
40. To report to your line manager, or other appropriate person, in the event of awareness of bad practice.
41. To undertake such other duties and responsibilities reasonably consistent with the role as may be required from time to time by the line manager.

Health and Safety:

42. To ensure the premises are kept clean and hygienic throughout and systems are in place to control the spread of infection, in accordance with relevant legislation, published professional guidance and the purpose of the home.
43. In carrying out the tasks in this job description you have a duty (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace by completing regular and planned risk assessments, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes managing a safe and secure environment for the individuals in our care.
44. This duty includes checking that any person entering Cygnet Health Care property has a right to do so and their visit is recorded in accordance with Cygnet Health Care procedures.

The contribution of this role:

Carrying out the tasks on your job description efficiently will ensure the smooth operation of the Group's administration and service. You will, therefore, be making a very important contribution to other employees, to matters affecting individuals in our care and the achievements of the Group as a whole. This will develop our position with local authorities who are our customers, as will the positive relationships you make every time you deal with authority personnel and parents by letter, telephone, e-mail or in person.

PERSON SPECIFICATION

For new appointments, a selection panel will assess each of the points below against what you have written on the application form - so, as a job applicant, you should explain, by using examples from previous jobs, voluntary work or whilst you were in education, how you match these points.

Knowledge

1. Knowledge of good management practice including relevant aspects of employment issues and legislation, health and safety and anti-discrimination.
2. Knowledge of learning disabilities and/or special needs including recent developments and person-centred planning.
3. Knowledge of the relevant National Care Standards, relevant statutory regulations and how they apply within the working practice.
4. Knowledge of QCF - the assessment process.
5. Knowledge of recognised positive approach to working with challenging behaviours associated with learning difficulties (e.g. IABA).

6. Knowledge of child/adult protection procedures.
7. Knowledge of Children Act 1989, Guidance & Regulations Vol 4.

Skills and Abilities

8. Ability to attend work punctually and reliably including nights, evenings and weekends as required to fulfil the role effectively.
9. Ability to undertake on-call duties and be able to reach the establishment within approx. 45-60 minutes on occasions when called out.
10. Ability to ensure policies and procedures are translated into practice through effective management practice.
11. Ability to communicate clearly to a range of other people as individuals and in meetings.
12. Ability to audit existing day to day practice, identify scope for improvement and influence necessary changes.
13. Ability to promote the consistent use of a non-aversive approach to managing challenging behaviours and to challenge bad practice effectively.
14. Ability to assess and quality assure the performance of individuals and teams.
15. Ability to manage own time effectively (including changing priorities).
16. Ability to demonstrate good literacy skills and to produce accurate and legible written material, plans and reports to meet deadlines.
17. Ability to carry out pre/post admission assessments and care planning for individuals in our care.
18. Ability to form and promote positive relationships with staff, individuals in our care, parents, the local community and outside agencies and inspection.
19. Ability to identify own training needs, to attend required training and maintain continuous personal development.
20. Ability to direct work in order to meet the establishment's objectives.
21. Ability to coach, mentor and deliver effective training to staff.

Qualifications required

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22. No criminal record including convictions, cautions, reprimands, bindings over or warnings which may be relevant to the safety and welfare of students/residents or staff.
 23. NVQ level 4 related to working with children/adults (as appropriate to the establishment) or Dip SW or 'Live' RNLD/RMN PIN.
 24. Registered Manager Award.
 25. Clean, current car driving license.

Experience required

26. At least 2 years significant management/supervisory experience in a care setting within the past 5 years, at a standard assessed as 'competent' in all aspects of the job.
27. Experience (min 4 years) of working effectively with people who experience difficulties similar to those experienced by individuals in our care at this unit.
28. Experience of NVQ assessment process.
29. Experience of effectively managing others, including those who themselves have a supervisory role.
30. Experience of delivering good quality training and coaching

This Job Description indicates the main duties and responsibilities of the post and it is not intended as an exhaustive list.

JOB SPECIFICATION



Please add signature and date indicating acceptance of this Job Description.

JobholderSigned Date:

ManagerSigned Date:

