

Post title: **Hospital Manager**
Accountable to: **Operations Director**

1. Overall responsibility and accountability for the management of the service.
2. Achieve, through the application of efficient and effective leadership, the Company aims, objectives and initiatives in a positive and cohesive manner.
3. Work as the Register Manager (registered with the appropriate regulatory body) and uphold and encourage in others the required standards of practice, as specified.
4. Act in a manner commensurate with an Ambassador of, and figurehead for the service
5. Facilitate and ensure compliance with all company policies and procedures relating to the service.
6. Ensure, through effective leadership and management, full compliance to the relevant regulatory and professional standards.
7. To achieve positive outcomes, in a timely manner, in response to any requirements generated by regulatory bodies or internal quality assurance processes.
8. Take overall responsibility and accountability for the delivery of a high quality service, and promoting a positive culture.
9. Setting and maintaining standards which promote a safe, sound and supportive environment for individuals within the service.
10. Ensure full contract compliance with regard to the service provide for individuals within the service.
11. To provide effective leadership and coaching to the staff team, ensuring appropriate arrangements are in place for:
 - a. Communications, including dissemination of corporate communications, staff meetings etc.
 - b. Supervision, Appraisal and Performance Management
 - c. Training
 - d. Staff development (including Continuing Professional Development)
 - e. Managing Positive Behaviour and Culture within the service.
 - f. Administration, information and reports relating to the service are provided to relevant parties in an accurate and timely fashion.
 - g. Medication management
 - h. Safe working systems
 - i. MDT meetings and CPA reviews
12. Ensure on effective deployment of staff in appropriate numbers, skill mix and competencies.
13. Ensure the effective, efficient and management of the rota, ensuring they reflect the needs of the service users.
14. Manage and co-ordinate recruitment, disciplinary matters and grievances in accordance with company procedures.
15. Effective and efficient management of the service budget, service user budgets and purchasing, in accordance with levels of authority.

16. Manage and monitor records and systems in accordance with Company policy.
17. Ensure the appropriate use of company assets within the service, e.g. company vehicles, mobile phones, computer software etc. and in accordance company policy and procedures.
18. Proactively promote partnership working with other relevant others including:
 - a. Regulators
 - b. Commissioners
 - c. Case Managers
 - d. Families, friends and Independent Advocates of service users
 - e. Any stakeholder involved in the provision of our services.
19. Contribute to the marketing of the service as required by the Company.
20. Effectively manage admissions, moving on plans and discharges within service.
21. Participate in Regional and Corporate meetings as required, and make contributions as a member of the regional team, undertaking specific projects where appropriate.
22. Maintain personal knowledge and development in relation to the responsibilities carried for the service, including participation in designated company training programmes and wider training where required.
23. Ensure positive presentation of the services, through the professional and welcoming approach of staff.
24. To have full responsibility for the catering, domestic and business support staff, who work within the service.
25. Responsible and accountable for the delivery of the Quality Strategy, in accordance with the service needs.
26. Ensuring the individual staff, within the whole team, is orientated to achieving the 'outcome targets' of the Quality Strategy, and that they are clear about their individual contribution.
27. To effectively manage and provide information as required by other departments (Finance, Governance, Marketing, Property, HR, training etc.) in an accurate and timely manner.
28. Participate in investigations and inquiries as required.
29. Observe the principles of the Data Protection Act and maintain confidentiality of information and data relating to; individuals within our care, our staff, our service and our Company.

This job description is not intended to be a complete list of duties and responsibilities, but indicates some of the main areas attached to the post. It will be amended in the future to take account of changing trends in nursing and patterns of care.

As an employee of Cynet Healthcare you are advised to read this document carefully, take note of its contents and discuss with the Company Management at the earliest opportunity any areas requiring clarity.

Person Specification	Essential (E)	Desirable (D)
Personal Attributes		
Committed to promoting high standards	E	
Focused on upholding individual rights (human, legal, civil)	E	
Honest and trustworthy	E	
Person Centered approach to care delivery	E	
Professional Presentation/ Manner	E	
Quality Focused Approach	E	
Abilities		
Effective communication skills (Written, Verbal & Presenting)	E	
Able to multi task and prioritise	E	
Able to lead others effectively	E	
Professional Qualifications		
Professional Qualification in the administration of Care e.g. Nursing, Social Work, Occupational Therapy, Psychology etc.		D
Qualification in Health & Social Care or Business Management (DIS, MBA, DMS, Leadership & Management Diploma)		D
Technical requirements (Experience, Knowledge Understanding & Application)		
5 years experience supervising direct care staff of a senior level/ within health care delivery/ Learning Disability Services	E	
Application of Best Practice principles	E	
Care pathways (internal and external)	E	
Change and Culture management	E	
Clinical governance	E	
Collaboration with head office functions	E	
Working with partner agencies	E	
Communication strategies and staff engagement	E	
Coordinating and managing Safeguarding/Adult Support & Protection protocols.	E	
Excel, Word, IT systems	E	
Legislative and Regulatory Standards	E	
Management of disciplinary, investigations and grievances	E	
Management reports, KPIs etc.	E	
Managing Budgets	E	
Medication Management	E	
Multi - disciplinary team working	E	
Nursing Models and Assessment tools	E	
Quality Assurance	E	

Risk Assessment & Management	E	
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