

JOB DESCRIPTION

Job Title	Operations Director
Responsible to	Managing Director
Job Purpose	<p>The post holder will be responsible for taking an overall strategic management role within Cygnet, with KPIs driving regulatory compliance, occupancy and cost control.</p> <p>In addition to this, the post holder will be responsible for the effective leadership and operational management, maintaining strong commercial and strategic focus whilst ensuring quality care, health and safety and excellent safeguarding systems for the individuals in our care.</p> <p>The post holder will act as the lead liaison point for company stakeholders including internal and external customers, regulatory bodies and public relations.</p>

Main Duties and Responsibilities

1. To manage the day-to-day operations, ensuring compliance with staffing matrices, agency control, and achieving budget occupancy across a portfolio of services.
2. To review and analyse working practices, assisting site management in goal setting and promoting company growth.
3. To undertake a proactive role in new service development where required and continuous review of existing services.
4. Regulatory compliance e.g. with the CQC, HIW.
5. To ensure legal and professional responsibilities are met ensuring all mental health legislation is correctly implemented, investigated and responded to in a timely manner, taking the appropriate action where it is not.
6. To build and develop productive working relationships with central and support services to achieve objectives.
7. To drive and continuously improve a safe and healthy working environment for all colleagues and service users through management and observation of site compliance and health and safety procedures, taking action to reduce risks.
8. Ensuring a focus on environmental risk and an effective risk management process.
9. To provide guidance and direction for corporate governance matters including audit, policy and document review.
10. To ensure effective staff retention and development of the region. This includes ensuring that an effective recruitment strategy and process is in place for all services.
11. To chair appropriate disciplinary and grievance hearings/appeals in accordance with the Group's policy and procedures.

JOB DESCRIPTION

12. To provide compassionate leadership, line management and supervision of senior teams including managing divisional meetings and setting and agreeing objectives and targets.
13. To encourage and promote a culture of Quality Improvement and sponsor QI initiatives across your portfolio of services.
14. To encourage and engage colleagues at all levels, through continuous improvement plans and people plans benchmarked against Survey Feedback and external factors.
15. To promote equality, diversity, rights and responsibilities of staff and individuals in our care at all times in accordance with statutory requirements, and Cygnet Group Policy and Procedures.
16. To lead and model Cygnet values and behaviours and use them to provide a daily framework for your working.

Safeguarding

17. To safeguard and protect the individuals we care for, these may be adults and children or individuals connected to the people Cygnet supports.
18. Colleagues must ensure they are aware of the local child and adult safeguarding policies and procedures in their service, in addition to who to contact within the Local Authority Safeguarding Team for further advice.
19. All colleagues are required to raise concerns about the safety of service users, attend safeguarding training appropriate to their role and to undertake additional training in associated areas such as Mental Capacity.

JOB DESCRIPTION

PERSON SPECIFICATION

Qualifications

- Essential: Qualifications in operational management/leadership or business subject relevant to the role.
- Essential: Relevant accredited qualifications and training courses.
- Essential: Full car driving license or ability to fulfil the mobility requirements of the role.
- Desirable: Current clinical practitioner on the NMC register or hold a professional registration specific to the service in question.
- Desirable: Degree Qualified in operational management or equivalent business area.

Knowledge

- Knowledge of good management practice including relevant aspects of employment issues and legislation, health and safety and anti-discrimination legislation.
- Knowledge of setting, monitoring and evaluating overall standards of care and practise with the ability to undertake a proactive role in new service development and continuous review of existing service models.
- Knowledge of the Mental Health Act, National Care Standards, NMC, CQC, Safeguarding (or equivalent regulator in Wales and Scotland) and how they apply within the working practise.

Experience

- Substantial experience of equivalent management/leadership experience at operational level in a similar setting is required.
- Commercial experience and business acumen to implement growth strategy and development.
- Evidence of successful project management and implementing / informing strategic plans.
- Exposure of working with regulatory bodies, managing inspections and initiating required change.
- Experience of taking high level safeguarding decisions and providing support and direction to staff relating to such matters.
- Ability to ensure policies and procedures are translated into practice through effective management practice.

JOB DESCRIPTION

- Ability to assess and quality assure the performance of individuals and teams including supervision, appraisal, development and conflict resolution with excellent ability to coach and motivate teams.
- Ability to manage / prioritise a complex and varied workload, within a pressurised environment.
- Ability to communicate effectively with a range of individuals across all within the business.
- Ability to manage budgets, analyse and manage costs.
- Ability and vision to build and manage effective relationships with stakeholders.

Skills

- Good time management skills.
- Good literacy skills to produce professional reports.
- Ability to communicate clearly to a range of other stakeholders as individuals and in meetings.
- Ability to form and promote positive relationships.
- Ability to delegate appropriately and work effectively under pressure.

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

Please add signature and date indicating acceptance of this Job Description

JobholderSigned Date:

ManagerSigned Date: