**JOB DESCRIPTION**

**Job Title:**  Registered Manager

**Location:**  Alexandra House

**Responsible to:** Head of Care

**Date:** March 2024

**PURPOSE OF THE POST:**

1. To effectively lead the residential care home, ensuring that the staff team deliver a reliable, responsive, and respectful person-centred care service to residents.
2. To ensure that the buildings and environment is safe and secure for residents and staff.
3. To continually improve services to meet the needs of older people involving residents, families/carers, staff and statutory agencies.

**KEY RESPONSIBILITIES:**

**Management & Leadership**

1. To take responsibility for the day-to-day delivery of the Care Services delivered on site, ensuring systems are maintained for the effective delivery of services.
2. To lead and manage the onsite staff team to deliver a safe, reliable, responsive, caring and respectful person-centred care and support service to all residents and service users in line with the Trust’s values and expectations.
3. To lead on, the development and expansion of the service into the community and other sites.
4. To lead on need and risk assessments involving residents and important others to produce robust care and support plans that staff follow to deliver agreed outcomes.
5. To ensure that residents are enabled to maximise their potential as individuals and are able to make choices and feel in control of the services they receive.
6. To make sure the environment is safe, secure and clean and assure all reasonable means to safeguard service users are implemented and alerts arising regarding any concerns. Act as lead for infection prevention and control.
7. To ensure that appropriate and accurate resident records are maintained that are accessible to residents and information is protected in line with our GDPR/Data Protection policy.
8. To ensure that opportunities for regular activity and inclusion to promote health and wellbeing for residents and the wider local community are developed.
9. To build and maintain effective links with health professionals, social workers and the local authority in order to ensure the wellbeing of all residents.
10. To be responsible for the budget management for services and residents.
11. To manage the investigation into any complaints/safeguarding incidents that may be raised.
12. To analyse monitoring statistics and to produce internal and external reports as requested.
13. To provide effective leadership and management to designated staff and teams, supervising staff on a 6–8-week basis giving guidance, direction and support as required.
14. To encourage staff in their personal development through the Appraisal and Supervision process. To appraise staff and agree training and development needs.
15. To deal with staffing issues such as recruitment, disciplinary, grievance and ill health matters in accordance with Sir Josiah Mason Trusts policies, and in liaison with the Human Resources Manager/Service Managers, as appropriate.
16. To facilitate staff, residents and relative’s meetings.
17. To ensure adequate staff resourcing to deliver services at all times and cover in the absence of other staff as necessary.

**Achieving high standards & excellence in customer service**

1. To monitor the overall performance and quality of a designated service, ensuring the highest possible standards of delivery are maintained and to create an environment of continuous improvement.
2. To play a key role in ensuring that the Trust complies with its regulatory and legal obligations as a registered charity, limited company and housing association.
3. To act as ‘registered manager’ for CQC Registered Service and to be responsible for ensuring staff working in care services achieve the standards required by the CQC.
4. To ensure the service meets, and indeed exceeds, the requirements of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission guidance ‘Essential Standards of Quality & Safety’.
5. To be involved in and where appropriate lead on the development and implementation of operational Policies and Procedures to support the service.
6. To ensure that all staff are familiar with and comply with all organisational policies, procedures and legislative requirements governing the organisation.
7. To promote the active involvement of clients throughout site.
8. To develop and maintain relationships with key stakeholders and other partners by taking part in relevant forums / meetings.
9. To participate in an on-call system, including on call to projects providing 24-hour support.

**General Responsibilities**

1. To provide an effective communication network with the team, and to ensure that individuals are updated and informed of current issues relating to service provision and need.
2. To promote a culture of high standards, expectations and continuous improvement that values and empowers staff and encourages team members to maximise their potential through continuous learning whilst challenging and dealing with under performance.
3. To work in accordance with health and safety legislation, taking appropriate action to ensure that employees are aware of their personal responsibility for health and safety, including identifying relevant health and safety training where appropriate.
4. To be committed to improvements, innovation and advances in supporting practices and approaches in housing, health and social care.
5. To work within confidentiality applying the principles of data protection to record keeping and data sharing, and compliance with the Data Protection Act/GDPR.
6. To promote the organisation and its values and beliefs at all times to maintain its good reputation.
7. To attend and complete all mandatory training, adopting up to date and relevant knowledge within the working practice.
8. To take responsibility for your own personal and professional development.
9. To offer suggestions, advice and comments towards continuous improvement in a structured and constructive way.
10. To be flexible to work occasional weekend and evening sessions on a rota.
11. To carry out any other duties commensurate with the role, as required.

Alex House has a GOOD CQC rating, which needs maintaining or improving.

The key tasks listed above are only an indication of the main tasks required to be performed. It is not an exhaustive list of duties and responsibilities and may be subject to amendment to take account of changing circumstances. Any changes will be made following discussion with the role holder. The role holder will need to ensure they remain co-operative and flexible undertaking all tasks as required in line with the Trust’s values, policies/procedures and regulations.

Signed: ………………………………………… Date: ……………………………..