

## JOB DESCRIPTION

<b>Job Title</b>	Registered Manager
<b>Reporting to:</b>	Head of Care (Nominated Individual)
<b>Responsible for:</b>	CQC Location
<b>Main purpose of Job:</b>	Regulatory and Statutory compliance of CQC Location and the regulated Activities provided. Day-to-day management of the care delivery for this location
<b>Main duties:</b> <ul style="list-style-type: none"> <li>➤ Oversee the day to Management of CQC Location</li> <li>➤ Ensure the Service meets and complies with CQC regulatory requirements</li> <li>➤ Ensure the Adults that Access the service receive care that is effective, appropriate and safe.</li> <li>➤ To ensure that Staff within the Service are supported to meet the expectations and requirements of their roles.</li> <li>➤ To supervise and delegate specific duties to the Deputy Manager of CQC Location, to support you in meeting the duties of this role.</li> </ul>	

## CQC REGULATORY AND STATUTORY RESPONSIBILITIES

- Hold the legal responsibility and registration of Registered Manager for CQC Location
- Adhere to the regulatory requirements that CQC enforce under each regulated activity, for this location - *Accommodation for persons who require nursing or personal care and Treatment of disease, disorder or injury*
- Have a good understanding of all regulatory and statutory requirements relevant to this service and keep up to date with local and national legislation in line with best practice.
- Ensure that the systems and processes that are in place are effective and utilized for the Service, liaising with the Office Manager and Head of Care to overcome challenges.
- Ensure robust and effective quality assurance systems are in place to evidence regulatory compliance and undertake regular audits to evidence compliance.
- Ensure compliance with relevant legislation, ensuring that standards are monitored and reviewed in line with regulatory and statutory requirements, reporting compliance outcomes to the Head of Care.
- Work with the Office Manager and Head of Care to ensure appropriate and safe staffing levels at all times for the Service.
- Working with other Registered Managers and the Head of Care to ensure that appropriate staffing levels are maintained throughout all the Trusts services.
- Ensure that young people receive good quality care and support which reflects their changing needs and continues to encourage their independence and development to their fullest potential.

[www.discoverhannahs.org](http://www.discoverhannahs.org)

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Dame Hannahs, Woodland Road, Ivybridge, PL21 9HQ



- To influence, review, implement and actively promote all Trust policies, Procedures and guidelines adopted by Dame Hannah Rogers Trust. Ensuring the Service operates effectively, consistently and fairly and in line with legislative requirements and the wider Trust objectives.
- Comply with the legal responsibilities for reporting all statutory notifications as and when required to CQC and other relevant bodies.
- To ensure that all records are detailed, up to date, correctly documented and stored appropriately e.g. health care issues, delivery of care and feedback in line with best practice and legislative guidance.
- Follow the correct reporting procedure as relevant in all circumstances.
- Adhere to Health and Safety Law and follow safe practices.
- Report all major concerns or incidents to relevant external bodies as appropriate.
- Ensure that the service operates and meets all commissioned and statutory obligations in the delivery of provision.

## EFFECTIVE LEADERSHIP AND MANAGEMENT OF CQC LOCATION

- Ensure that Service operates a positive working environment in which all staff feel valued and able to positively contribute to the Team and to the Trust, to promote and maintain a high level of motivation amongst the staff for the benefits of the Adults we support.
- Create a stimulating, warm, friendly and safe environment for Adults, which meets the expectations of their placement, in a way that is person centred to each individual.
- To make a significant contribution to the motivation, development and quality of life of Adults we support, and ensure that they are involved in the decision making process.
- Ensure support is available to meet the developing needs of each Adult.
- To ensure that clear roles, responsibilities and accountability is established within the department and that all staff understand and comply with The Trust Policies and Procedures.
- Contribute to the strategic and business planning of the Trust to ensure the growth and development of this Service and the wider Trust.
- Engage directly with Adults, families, and the wider community.
- To provide hands-on support in leading the staff team in their development of quality services for the positive benefit of the Adults.
- To ensure that the recruitment and retention of staff within the Service are effectively managed at all times in line with best practice and legislative guidance.
- To ensure that staff within the service follow agreed shift patterns and Rota structure, and to ensure these are maintained, paying particular attention to the skills and experience of staff working together.
- To ensure new staff follow Trust agreed Induction Programme and attend other specific training to meet the needs of the Adults, in line with Trust Policies and Procedures.
- To ensure that staff are managed in line with Performance Management Policies and Procedures at all times, in addition to ensuring that all staff receive regular and appropriate supervision.
- To work with the Head of Care to implement training programmes that develop existing and new staff, encouraging continuing professional development.
- To ensure that appropriate equipment and resources are available for staff and Adults' use, working with the Head of Care to ensure the Service operates within an agreed budget
- To ensure that staff contribute to the development of Care Plans which reflect the changing needs of the Adults that access the Service
- To develop partnerships with external agencies that meet the aims and objectives of Service and the wider Trust.
- To establish links and maintain contact with external organisations and the local community to ensure that Dame Hannah Rogers Trust is promoted nationally as a Centre for Excellence.
- To network with and support other Registered Managers to ensure best use of expertise and resources.
- Ensure that staff follow safer recruitment processes and enforce a robust recruitment selection process that ensures all staff employed within the Service meet the values and expectations of the Trust.
- Ensure that all staff are fully aware of the reporting process to safeguard Adults, staff and visitors of the service.

- Represent the Trust in a positive and professional manner at all times and ensure that the reputation of the Trust is maintained and developed by the effective running of the CQC Location
- Ensure effective written and verbal communication within the Service and wider Trust.
- Promote appropriate, professional and healthy challenge within the Service.
- Ensure the Service operates an honest and transparent culture that safeguards Adults and staff and meets the Duty of Candour regulations.
- Keep the Head of Care up to date on all areas related to operation, compliance and management of the service, reporting all concerns as necessary and appropriate in a timely manner.
- Contribute to the active referral and assessment process to ensure that the Service operates at full capacity.
- Liaise, consult and inform the Head of Care on all matters relating to CQC Location as appropriate and necessary to do so.
- Liaise with the Head of Care and Human Resource Officer where necessary and appropriate to do so on areas of performance management and internal investigations.
- Working with the Head of Care, Clinical Lead and the Nursing and Therapy teams to ensure that assessments of needs, for Care, Nursing and Therapy are completed and in place for all Adults within the Service.
- Working with the Head of Care, Clinical Lead and the Nursing and Therapy teams to ensure that assessments of needs, for Care, Nursing and Therapy are completed and in place for all Adults who have submitted a referral for placement within the Service.
- To supervise and support the Deputy Manager of CQC Location, to complete delegated duties and to be able to substitute in your absence.
- To work with the Deputy Manager, Human Resources Officer, to ensure that care staff are supported and that Supervisions, Probations, Appraisals and Return to Works are completed appropriately and timely.

## ADULT INVOLVEMENT

- Have a good knowledge of the Adults accessing the Service and their support and health needs to ensure that each person accessing the service is well supported.
- Participate in assessment of needs of Adults as required and directed by the Head of Care.
- Develop and maintain positive relationships with the Adults who access the service, and their relatives.
- Liaise with other Services, departments within the Trust, as well as parents, support workers and external agencies to ensure that the welfare and progress of each Adult is promoted.
- To ensure that Adults' are provided with varied opportunities for access to social and leisure activities, making sure they have been risk assessed in line with current legislation.
- To promote links with the local community facilities and foster interaction with age appropriate Adults from the surrounding area to ensure community cohesion.
- To be involved in the development of behaviour management programs where necessary.
- Ensure that all staff maintain detailed, up to date records that evidences Adult's needs, support any outcomes correctly in line with best practice and legislative guidance.
- To ensure transition plans are established, implemented and followed for Adults Transitioning to or from the Service.
- Ensure that Person Centred support plans are in place for each Adult and that the Adults are fully involved in the process.
- Ensure that each Adult has an annual review and regular interim reviews to ensure that their needs are continually reviewed and met.
- Communicate with all Adults' effectively and appropriately at all times using specific communication plans developed for each individual and assist in overcoming any barriers.
- Embrace Total Communication and use a variety of communication methods and aids to enable Adults, promoting the Total Communication approach across the Service and wider Trust.
- Develop good relationships with all Adults and relatives, building trust and knowledge.
- Communicate with all staff effectively and appropriately at all times.
- Share experience with colleagues to allow for continued improvement in communication.
- Attending relevant meetings as and when required.
- Attend appropriate training to enable effective engagement with service users.

- To keep appropriate, clear, accurate and timely records as required in line with Trust policies, legislation and regulatory requirements.

## SAFEGUARDING

- To adhere to and follow child/adult protection Policies and Procedures, in order to promote the safety of all service users at all times.
- Ensure that all matters regarding the care and management of Adults are reported to the Head of Care and in line with Policy, Procedures and legislation.
- Understand your responsibility in reporting any unacceptable behaviour/ safeguarding issues involving staff in a confidential, timely manner and complying with policies and Procedures as required.
- Take appropriate responsibility within accepted boundaries, challenging appropriately and using initiative to make appropriate judgments within competency and position.
- Follow all Policies and Procedures of the Trust relating to your employment at all times.
- To keep up to date and comply with relevant legislation and good practice.
- Undertake regular safeguarding training at an appropriate level for your role.
- To work closely with the Head of Care (Designated Safeguarding Lead), to ensure that all Safeguarding concerns are reported and investigated if required.
- Ensure that all staff within the Service undertake safeguarding training and are aware of the correct reporting process.
- Take appropriate responsibility and accountability for the safeguarding of all staff and Adults within the service.
- Ensure that all safeguarding concerns are acted upon accordingly and proportionally.
- To ensure that all Adults referred to the service have a full multi-disciplinary needs assessment carried out prior to any confirmed placement being offered to ensure that the service can appropriately meet the needs of each Adult.

## TEAMWORKING

- Build and maintain good working relationships with colleagues/staff, parents and external contacts as appropriate.
- Work closely with other Registered Managers to ensure the smooth effective running of all care Services.
- To complete any delegated task requested of them by the Head of Care in and appropriate manner and in an appropriate time frame.
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- To work with the Clinical Lead to ensure the nursing and therapy provision of the Adults that access the service are assessed, reviewed and met.
- To work closely with the Lead Nurse to ensure that appropriate nurse interventions and assessments, are actioned within the Service on a day to day basis.
- Work closely with the Office Manager to ensure that appropriate staff levels are maintained.
- To work closely with the Head of Care, Clinical Lead and the Office Manager to ensure staff are appropriately trained to meet the needs of the Adults they support.
- To represent the CQC Location within the Trust MDT structure, and advocate for the Adults that access the service.
- To attend, contribute and lead Debrief sessions as required.
- To complete the On-call / Duty requirement of the role, which at times, would require oversight and decision making for all three CQC Services.
- Liaising, co-operating and support colleagues/staff within Service and other departments as required, in a professional and timely manner, especially in relation to an activity that will directly impact on young adult's well-being and safety.
- Promote appropriate, professional and healthy challenge within the service and the wider Trust.
- Maintain effective communication with staff at all levels at all times.
- Conduct a professional and appropriate working relationship with all staff.

**PROFESSIONAL DEVELOPMENT**

- Adhere to Performance Management processes in line with Trust Policies and Procedures.
- Undertake all Mandatory Training and other training to maintain and improve own knowledge and skills.
- Undertake any extended training required to ensure continued professional development.
- Keep up to date with all relevant legislation and regulatory requirements.
- Attending training internally and externally as required or instructed.

**VALUES**

- To act as a positive and professional ambassador in order to support the Trust’s Vision, Mission and Values.
- Facilitate good practice in others by acting as a role model at all times.
- Respect and value all Adults and staff within the Trust.

**HEALTH AND SAFETY**

Employees must comply with the provisions of ‘The Health and Safety at Work Act 1974’ and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust’s efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

- Ensure the safety of everyone on site and staff at all times.
- Identify potential risk and assist in carrying out risk assessments as required.
- Be proactive in taking action to report and rectify faults.
- Ensure Health and Safety documentation is completed e.g. accident and incident forms, within time stated in Trust Policy and/or legislation.

**CONFIDENTIALITY**

The post holder must maintain appropriate levels of confidentiality at all times about Adults, staff and other Trust business at all times.

The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act and comply with the Trusts policies and Procedures around confidentiality.

**FLEXIBILITY**

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other duty or task within the responsibility level for their post.

Signed: .....

Dated: .....