



Orchards Registered Manager Job Description & Person Specification

Registered Manager

Rate of pay: £43,000 to £48,000

Hours: 37.5 – Monday – Friday plus on call

A/L entitlement: 33 days

Responsible to: Head of Support

Responsible for: Clients and staff within the registration

Purpose of Role

Ensure provision of high quality residential care services supporting the rights of clients and allowing each to live the life they choose.

Ensuring all care and decisions are taken in accordance with the principles of Person Centred Care.

Support, develop and mentor staff to fulfil their roles to the highest standard

Working with others across the Trust to actively seek continuous improvement

Mission Statement

The Orchard Trust supports the involvement, independence and development of people with learning disabilities

Values of the Orchard Trust

Kindness

Respect

Individuality

Working together

Job Description

RESPONSIBILITIES

Leadership:

- Support the Trust, clients and workforce to celebrate achievements and successes
- Ensure quality care and support is delivered to clients
- Support and assist with Framework Contract applications
- Actively take part in Trusts on call rota
- Provide advice and guidance to Service Deputies and staff as required, setting clear expectations
- Provide timely updates to the Head of Support regarding all Service issues
- Actively participate in monthly meetings with Head of Support and for other Trust meetings as required
- Support clients to maintain positive relationships with family, relations and friends
- Share best practice and new ideas with other managers and continuously seek to improve the service provision
- Demonstrate willingness to contact others for support and advice
- Nurture, enable and inspire staff through close supervision, management and on the floor visible leadership
- Provide consistent, calm leadership across your service, its activities and staff
- Maintain responsibility for establishing & maintaining a healthy and appropriate culture
- Lead and promote partnership working with all our professional partners and stakeholders including Local Authority Commissioning, Operations and Monitoring Officers
- Ensure compliance with CQC standards and maintain a positive relationship with Inspectors.
- Maintain and further develop good working relationships with our NHS colleagues
- Identify issues and be solution oriented
- Ensure compliance with our Duty of Candour

Management:

- Line manage, supervise and fully support Deputy Managers and Team Leaders at the Service
- Conduct staff interview, supervisions and appraisals as required
- Maintain a good working knowledge of staff issues within service
- Keep up to date with employment law changes, seeking assistance from SMT and external consultants as required
- Undertake or assist in investigatory and disciplinary issues as required and ensure these are conducted and recorded in a timely manner
- Take on any role as the service requires during crisis periods or unforeseen emergencies.
- To carry out regular quality audits, complete reports and work with Head of Support to ensure the best possible service
- Actively promote safe recruitment and be proactive in recruiting for staff vacancies.
- Protect and supports the safeguarding of all Trust people from abuse and undertakes the correct procedures for reporting a safeguarding concern
- Support staff to minimise absence, managing it appropriately in line with Trust policies and procedures

Technical:

- Maintain legal, statutory compliance in all areas of home operation and delivery
- Complete and oversee submission of CQC Provider Information Requirement (PIR)
- Update the CQC portal as required
- Oversee and quality check all important external submissions. Eg Safeguarding reports, CQC notifications, all other important or critical submissions. Ensure these are processed in a timely manner, accurate, well presented and without delay or fuss
- Be on site, manage and take personal charge of CQC and contract monitoring inspections
- Chair service meetings as required, be prepared to minute take as necessary and ensure they are distributed in a timely manner
- Hold and maintain good working knowledge of relevant legislation, regulators requirements and other relevant guidance to ensure the Registration remains compliant
- Understand and apply the principles of the MCA and DoLs. Ensure DoLs applications are made in a timely manner, reapplying as required
- Facilitate completion of Respect forms for all of your Clients
- Oversee and ensure all client care plans, risk assessment and other care documentation is present, kept up to date and that staff are fully aware of how individual needs should be met
- Prepare for and attend all client reviews as required
- Ensure monthly reports and reporting documents are completed on time and shared with the relevant person
- Appropriately and safely manage petty cash and service user's finances, and effectively manage the service budget
- Carry out assessments of prospective new clients
- Maintain a good understanding of profound and multiple learning disabilities along with Autistic spectrum conditions and are aware of new learning
- Coach, mentor and train staff as required
- Maintain an effective rota systems, meeting the needs of the service while remaining within the service's staffing budget
- To actively participate or lead any projects agreed with the senior management team

Health and Safety:

- Ensure all periodic H&S audits are completed, signed off and any actions required taken.
- Maintain and update all required H&S records and certificates in appropriate manner.
- Support the service's Health and Safety Representative to ensure that all H&S systems are compliant and up to date, and support the H&S rep to attend meetings
- Ensure that the service is managed in line with Trust H&S Policies and Procedures and it is run in accordance with the requirements of all regulatory bodies.
- Effectively manage the maintenance and H&S requirements of the service
- Oversee and conduct annual Fire Risk Assessment & Infection Control Audit
- Ensure employees and visitors at the service are aware of their responsibilities; that they comply with Health and Safety Legislation and Trust policies and procedures.
- Be aware of welfare issues affecting the Services's personnel and be proactive in assisting and supporting them
- Promote a positive attitude towards the development and maintenance of a health and safety culture through all aspects of the Trust

Equality and Diversity:

- At all times promote the Trust's core values and an organisational culture which positively reflects best practice on equality and diversity issues and that meets the Trust's legal and ethical obligations
- Establish, enable and nurture a fully inclusive environment for staff, clients and their families

Due to the locations of our sites and the need to travel this role requires the incumbent to hold a full driving licence and have reliable access to a vehicle.

Person Specification

Qualifications & Abilities	Essential	Desirable
	<p>NVQ 4/SVQ4 or RMA in Health and Social Care</p> <p>Or:</p> <p>NVQ or SVQ Level 3 in Health and Social care and eligible to complete the Level 5 Diploma in Leadership for Health and Social Care</p> <p>And:</p> <p>Two years' experience as a Registered Manager in a Health and Social Care setting</p> <p>Strong communication skills - orally, virtually and written, while maintaining confidentiality</p> <p>Computer literate with strong working knowledge of word processing, spreadsheets, email, databases, virtual meeting and other software formats</p> <p>Understanding of and ability to maintain service budget and safe management of client finances</p> <p>Proven ability to build and maintain professional relationships, supporting multidisciplinary team working</p> <p>Experience of managing, leading, developing and support a staff team</p>	<p>H&Sc Diploma Level 5 or above</p> <p>IOSH</p> <p>Proven effective team building skills</p> <p>Experience facilitating group workshops/training</p> <p>Working knowledge of Google Apps, Care Control, Access HR software</p> <p>Experience of completing high quality Assessments of Need and compatibility for prospective new clients</p> <p>Excellent public relations and networking skills</p> <p>Supportive of all Trust fundraising opportunities and events</p>

Knowledge	<p>Effective working knowledge of The Care Act 2014</p> <p>Clear understanding of CQC's single assessment framework, KLOE questions, Skills for Care and other relevant bodies guidance</p> <p>Good understanding and application of employment law</p>	<p>Understanding of LA monitoring departments compliance requirements</p> <p>Good understanding of finance and ability to work within budgets</p>
Behaviours	What we are looking for	What this might look like
Working together	<ul style="list-style-type: none"> • Supports the Trusts values – recognising the need to align all work practices and processes accordingly. • Empathises with people with different abilities, backgrounds and viewpoints • Maintains confidentiality within Trusts policies and procedures • Consistently maintains and promotes high standards, and ensure others meet these • Has a positive attitude and inspires others • Is someone who others can come to for advice and help • Works on own initiative and as an integral part of a team • Able to make decisions and generate solutions to problems as they arise • Communicates and listens effectively at all levels • Accepts and provides feedback in a constructive and timely manner 	<ul style="list-style-type: none"> • Has an open mind with a respectful, non-judgemental and non-discriminatory approach, treating others with dignity and respect • Shows empathy and kindness to all regardless of the situation • Is resourceful in effective team management to maintain high quality provision • Creates a happy a positive team environment • Is consistently professional, shows integrity and is a reliable role model • Reacts positively and flexibly to change, sometimes without much warning • Welcomes colleagues who are looking for advice and help • Speaks clearly and uses appropriate language with excellent feedback and delegation skills • Shares information effectively, has good listening, feedback and delegation skills • Ensure communication of any type does not lead to inadvertently breaking a confidential piece of information

	<ul style="list-style-type: none"> • Approaches work with positivity and energy and thrives in a busy environment • Able to conduct supervisions and appraisals effectively and constructively • Maintains a calm and consistent approach at all times • Provides and accepts feedback in a constructive and timely manner • Recognise, respect and develop the contribution of others and celebrate their achievements 	<ul style="list-style-type: none"> • Self-motivated and flexible to change, sometimes without much warning • Encourages trust through own actions
Creativity	<ul style="list-style-type: none"> • Challenge conventional wisdom, hunts for great ideas from industry, other organisations, training and peers • Thinks "outside the box" 	<ul style="list-style-type: none"> • Voice your views and ideas, even if different from others and gain insight from the world around you • Be proactive by researching into new initiatives, ideas • Overcome obstacles to achieve positive outcomes
Planning	<ul style="list-style-type: none"> • Has excellent time management and organisational skills • Prioritising workload, ensuring all objectives and deadlines are met • Assists other to improve time management skills • Delegates effectively 	<ul style="list-style-type: none"> • Understands when to complete, schedule and delegate tasks to ensure organisational and strategic needs are met • Provides guidance and ensures delegated tasks are completed to the required standard
Training & Development	<ul style="list-style-type: none"> • Holds and reinforces a positive attitude to self and workforce development • Undertakes all training deemed necessary and actively seeks CPD opportunities 	<ul style="list-style-type: none"> • Actively reflects on working practises: What was good, what wasn't so good, how can I improve and how will I do it better next time? • Seeks and uses feedback and reflective practice to improve work performance