**Value Based**

**Job Description & Person Specification**

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| **Job Title:** | Registered Manager |
| **Reports To:** | The Registered Provider |
| **Job Overview:** | * Develop and maintain effective working relationships with the line manager for the service. * Liaise with the provider, ensuring all necessary reports are sent timeously. * Create and uphold an open, positive and inclusive management culture * Develop and communicate strategic plans for the service * Oversee the implementation of the service’s policies and procedures * Evaluation of the service’s goals and quality objectives   **Note:** *In addition to these functions, employees are to carry out such duties as may reasonably be required.* |
| **Location:** | The service’s premises, but you may be required to work from other locations at the discretion of the company and with appropriate notice. |
| **Working Hours:** | 5 days over 7-day period, |

**Responsibilities & Duties of the Job**

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| **Role-Specific**  **Duties** | The Registered Managers responsibilities include but are not limited to the following:   * To provide leadership to the administration, care and nursing, catering, housekeeping, laundry, maintenance and people management functions of the service * To carry out, and provide leadership in marketing the service, and selling its services at the agreed prices * To maintain the operations of the service at the standard agreed with the Registered Provider, within the financial budget or other parameters set by the Provider * Be responsible for promoting & safeguarding the welfare of those individuals they support |

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| **Working**  **With Others:** | * Recruitment of staff * Induct new starters in accordance with company policy * Lead, motivate and direct staff * Conduct staff supervision and annual staff appraisals for all heads of department * Develop staff to their full potential, ensuring succession planning for the service * Ensure multidisciplinary team working is embedded in the service |
| **Other Duties:** | Other duties and responsibilities to be undertaken may include any (or all) of the items in the following list:   * Seek opportunities for personal and professional growth |
| **Personal & Professional Development:** | * Have a knowledge of, and work within, the CQC Fundamental Standards. * Understand the regulatory framework that governs the service, including the role of the CQC and its requirements. * Commit to achieving the relevant qualifications needed to fulfil the role. * Attend statutory training and any other training as directed by management. * Understand and follow all policies and procedures relevant to the role. * Be open to learning opportunities |

**Person Specification**

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| **Specific Requirement for Qualifications** | **Essential** | **Desirable** |
| Good Level of English; Written & Verbal |  |  |
| Management Qualification;   * Level 5 Diploma in Leadership for Health & Social Care * Registered Managers Award (RMA) * Vocational qualification Level 4 in Health & Social Care * Vocational qualification Level 4 in Leadership & Management for Care Services. |  |  |

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| **Specific Requirement for Skills** | **Essential** | **Desirable** |
| **Proficient Written Skills:** | | |
| Ensure accurate and legible records are kept |  |  |
| Ensure compliance with both statutory and the service’s requirements for all reportable areas within the service provision |  |  |
| **Budgetary Skills:** |  |  |
| Measure weekly expenditure to ensure budget is maintained |  |  |
| Ensure all equipment is purchased within budgetary constraints |  |  |
| Understand how to read and produce the Provider’s budget plans |  |  |
| **Communication Skills:** |  |  |
| Regularly seek feedback from all stakeholders and plan changes according to feedback |  |  |
| Plan and attend regular meetings with all stakeholders to keep abreast of views and expectations |  |  |
| Knowledge of various communicative methods to reach all stakeholders |  |  |
| **Disposition/Personal Attributes:** | | |
| Empathy, understanding & non-judgemental attitude |  |  |
| Professionalism, Reliability & Honesty |  |  |
| Excellent Leadership Skills |  |  |

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| **Specific Requirement for Previous Experience** | **Essential** | **Desirable** |
| Previous experience of working in a similar environment |  |  |
| Knowledge of leading a team & working within a multidisciplinary team. |  |  |
| Previous experience of working as a Service Manager |  |  |
| Experience of working with service users who have additional support needs. |  |  |
| Managing Budgets |  |  |
| Managerial / Supervisory experience |  |  |

**Vestacare (UK) Limited**

**Company Values**

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| **Area** | **Specific Requirement** |
| **Dedication:** | * Providing the highest level of support/care to service users * Following legalisation, regulations & company policies |
| **Support:** | * In accordance with individual person-centred care plans * Commitment to safe work practices & care delivery |
| **Loyalty:** | * Ensuring commitment to the expectations outlined within your job role |
| **Respect:** | * Be kind and courteous, lend a helping hand or ear and practice compassion. * Listen to others and respect differences in beliefs and opinions. |
| **Trust:** | * Always doing the right thing, even if no one is watching |

**Code of Conduct**

*Requirement for ALL Healthcare & Adult Social Care Workers*

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| * Be accountable by making sure you can answer for your actions or omissions. |
| * Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times. |
| * Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support. |
| * Communicate in an open, and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers. |
| * Respect a person’s right to confidentiality |
| * Strive to improve the quality of healthcare, care and support through continuing professional development. |
| * Uphold and promote equality, diversity and inclusion |

**Values-Based Personal Qualities**

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| **Area** | **Specific Requirement** |
| **Working Together** | * Involve service users, families, external agencies and colleagues * Speak up when things go wrong |
| **Respect and Dignity** | * Understand person-centred care and can demonstrate treating people as individuals and respecting choices * Promoting independence and encouraging appropriate risk taking |
| **Everybody Counts** | * Ensuring no one is discriminated against or excluded * Understand human rights and impact on care delivery * Facilitating people to ‘speak up’ about concerns and acting upon them |
| **Commitment to Quality of Care** | * Striving for quality in everything we do recognising and understanding what quality in care means for people using the services * Being accepting about criticism and focusing on improvement * Being open to new opportunities for learning and identifying the limits of skills and knowledge |
| **Compassion** | * Treating people with kindness * Understanding the importance of empathy in all areas of employment * Understanding the values of others and always providing a caring service |
| **Improving Lives** | * Focus on how things could be done better and sharing ideas * Understanding of wellbeing and what is important to people using the service * Improving outcomes for people * Ensuring appropriate services are provided for people using the services |

Vestacare (UK) Ltd operate to a “Safer Recruitment” approach strategy, therefore successful applicants will be subject to satisfactory Enhanced DBS & Reference checks.