

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Salary Range: Hours: Job Benefits:	Registered Manager £24000 - £27000 per year pro rata plus bonus Fixed term for 2 years. 25hrs/ week (potential to move to full time) Pension, bonus structure, personal development schemes
Reports to:	Registered Provider
Job Overview: <small>(Note: In addition to these functions employees are required to carry out such duties as may reasonably be required)</small>	<ol style="list-style-type: none"> 1. To take joint responsibility with the registered owner as the person-in-charge for the day-to-day running of the business. 2. To promote a caring environment for service users through high standards of professional practice which are conducive to the physical, emotional, social, intellectual, and spiritual needs of the service users. 3. Evaluation of the service goals and quality objectives Develop and maintain effective working relationships with the line manager for the service 4. Liaise with the provider ensuring all necessary reports are sent timeously 5. Create and uphold an open, positive and inclusive management culture 6. Develop and communicate the strategic plans for The No.1 Care Agency 7. Oversee the implementation of The No.1 Care Agency policies and procedures
Location:	The No.1 Care Agency, but you may be required to work from other locations at the discretion of the company and with appropriate notice.
Working Hours:	Monday to between the hours of Friday, 8.30am to 5pm and any other hours which may be required.

Responsibilities and Duties of the Job

Role Specific Duties:	<ul style="list-style-type: none"> • To provide leadership to the administration, care and nursing staff and people management functions of The No.1 Care Agency • To carry out, and provide leadership in marketing the service, and selling its services at the agreed prices • To maintain the operations of The No.1 Care Agency at the standard agreed with the Registered Provider, within the financial budget or other parameters set by the Provider • Be responsible for promoting and protecting the welfare of those individuals supported
Working with Others:	<ul style="list-style-type: none"> • Recruitment of staff • Induct new starters in accordance with The No.1 Care Agency policy • Lead, motivate and direct staff • Conduct staff supervision and annual staff appraisals for all heads of department • Ensure multidisciplinary team working is embedded in The No.1 Care Agency
Leading by Example:	<ul style="list-style-type: none"> • Seek opportunities for personal and professional growth
Personal Responsibilities:	<ul style="list-style-type: none"> • Take responsibility for own professional development through performance and development reviews and undertake any relevant training

Job Description - Registered Manager

Person Specification

Specific Requirement for Qualifications	Essential	Desirable
1 st Level Nursing Qualification	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Social Care Qualification: a care management qualification or the willingness to undertake the identified skills for Care qualification within six months of appointment	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Qualifications in management, e.g. Registered Managers Award, Social Services and Healthcare at SQF level 9, SVQ 4 Care Services in Leadership and Management	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Specific Requirement for previous experience

The following qualities are considered essential for the post of Registered Manager:

1. At least two years' experience in a senior management capacity within the previous five years
2. Knowledge of leading a team and working within a multidisciplinary team
3. Experience of working with Service Users who have additional support needs

Specific Requirement for skills

1. Ensure accurate, legible records are kept
2. Ensure compliance with statutory and company requirements on all reportable areas within the service provision
3. Ability to take responsibility
4. A self-motivated individual who is organised, flexible and caring.
5. Mentally and physically able to work under pressure.
6. An active team player with ability to work on own initiative
7. A good communicator
8. Committed to high standards
9. Committed to SSSC Step in Leadership training.

Job Purpose

Due to continued growth, we are looking to recruit a Care Manager to help support the Care Team in delivering the highest quality service to our service users. This is a great opportunity for someone to join a dynamic and diverse high quality care service.

We are committed to quality and value-based care provision with an aim to maintain 4s and 5s care rating. Our focus is that the people we support are well cared for and stay connected with their communities by improving health, alleviating loneliness and promoting wellbeing.

All staff are required to respect the confidentiality of all matters that they might learn during their employment. All staff are expected to meet the requirements under the Data Protection Act 2018.

All staff must ensure that they are aware of their responsibilities under the Health and Safety at Work Act 1974.

Value-Based Personal Qualities

Area	Specific Requirement
Working Together	<ul style="list-style-type: none">• Involve Service Users, family, external agencies & colleagues• Speak up when things go wrong
Respect and Dignity	<ul style="list-style-type: none">• Understand person-centred care and can demonstrate treating people as individuals and respecting choices• Promoting independence and encouraging appropriate risk taking
Everybody Counts	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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

Value Based Person Specification

Job Title: Registered Care Manager		
Values	Essential	Desirable
Dignity and Respect <ul style="list-style-type: none"> • Treat people with dignity and respect and practice in line with the Equality Act 2010 • Ability to listen, consider and communicate in an open, accurate and clear way • Able to maintain dignity and comfort (especially during intimate or sensitive moments) • Understanding of keeping personal information confidential and promoting Service User's rights with choice about how they want to be supported • Having respect for Service Users, their families and their environments at all times • Managing sensitively behaviours that have the potential to challenge 	 X X X X X X	
Learning and Development <ul style="list-style-type: none"> • Has a commitment to learning and development, aware of self and willingness to reflect on own practice and how this can be improved • Honest and transparent with the courage to speak up if something is wrong • Able to support and develop Service Users, colleagues and others, with a willingness to share knowledge and best practice as well as contribute to new ideas and suggestions for better outcomes 	 X X X	
Team Work <ul style="list-style-type: none"> • Works with colleagues to enable, empower and encourage each other and Service Users to do things for themselves. Ability to form professional relationships and commit to achieving goals and objectives • Ability to communicate effectively and handover information to colleagues and others within the multi-disciplinary team • Able to prioritise and understand other people's priorities whilst respecting their choices with the ability to adapt to suit individual needs and situations • Willingness to develop professional relationships with other professionals and agencies to gain further information and support 	 X X X X	

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Values	Essential	Desirable
<p>Quality and Safety</p> <ul style="list-style-type: none"> • Dedicated to delivering support to Service Users in a person-centred manner where each Service User is at the centre of everything • Supports others in a warm, kind, empathetic and reliable manner with integrity and professionalism • Can respond calmly to events and is able to support Service Users with positive risk taking, whilst communicating the consequences of those risks with others • Takes personal responsibility and understands professional boundaries • Has the courage to raise concerns with registered provider around practice that could impact the outcomes for Service Users 	<p>X</p> <p>X</p> <p>X</p> <p>X</p>	