



## Job Description

<b>Job Title:</b>	Registered Manager
<b>Registration Group:</b>	Care at Home and Housing Support Services
<b>Location:</b>	Glasgow
<b>Responsible to:</b>	Operations Manager

### Role Purpose:

The individual in this role is accountable for ensuring that Mainstay Trust Ltd provides the highest quality of care for the people we support, seeking at all times to achieve and improve on the Care Inspectorate standards within the care at home and housing support service.

The individual in this role will be expected to provide leadership and operational management of each of the services within the registered service, including responsibility for the delivery of all care and support, clinical, operational, financial and administrative functions consistent with Mainstay Trust Ltd policies and procedures for operating.

This role is part of the leadership team for Mainstay Trust Ltd and the individual in this role will work closely with the rest of the leadership team of the organisation to ensure there is a consistent and transparent approach to achieving the aims and objectives of the organisation as a whole.

The key deliverables are:

- Motivational and inspirational leadership for employees and teams to enable and encourage them to perform at their best, acting as a role model for Mainstays values and leadership behaviours.
- Effective employee engagement and development so that all employees are encouraged to understand the aims and objectives of the organisation and how their role fits within this structure. Nurturing and encouraging employees to achieve to their best ability fulfilling careers with the organisation.
- Effective management of risk across all services with the registered service, ensuring all employees are aware and manage risk within guidelines.
- Responsible for driving up quality within all services in the registration to attain Care Inspectorate requirements and in the event issues arise, develop, implement and complete appropriate remedial action plans.
- Ensure that structures, processes, systems and procedures are coordinated, effective and efficient in meeting business requirements to comply with contractual obligations.
- Work in conjunction with other Registered Managers, Operations Manager, Service Development Manager, Operational Directors and support functions (HR, IT, Finance) to ensure that all activities undertaken are carried out effectively to promote a positive view of Mainstay Trust Ltd for the general public, people we support, carers and family members, employees and local authority representatives.

## Key Responsibilities:

### Health and Safety:

1. Ensure a healthy and safe environment for all employees and people supported in line with the legal requirements of the Health and Safety at Work Act 1974
2. Not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety or welfare in pursuance of the relevant statutory provisions
3. Request advice from the designated Health and Safety officer for the organisation in relation to best practice and up to date legislative requirements.
4. Adhere to all health and safety guidance including all organisational policies, procedures and risk management protocols in place across the organisation or service specific
5. To take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work
6. Work in partnership with external agencies in a professional manner in relation to all health and safety requirements
7. Report any issues of concern in relation to health and safety to the Operations Manager

### Operational Management:

1. Ensure that all projects within the registered service fully comply with organisational standards, policy and procedures as well as its statutory and contractual obligations, such as Care Inspectorate registration requirements and contract management frameworks with local authority.
2. Lead, manage and develop team members to build capacity and capability in the registered service
3. Monitor day to day financial transactions in the projects within the registered service to ensure accuracy and accountability of all transactions by staff teams on behalf of the people supported in line with organisational finance policies, protocols and guidance and report any concerns in this area directly to the Finance Director.
4. In the absence of a Senior Support Worker fulfil (or ensure the fulfilment of) their duties and responsibilities.
5. Work with other Registered Managers to ensure efficient utilisation of resources and capacity across all services in the organisation.
6. Participate in the on-call system to provide out-of-hours management and/or support on a rota basis or for advice and guidance to colleagues in this role as required.
7. Ensure effective communication to stakeholders and strive to maintain an environment of openness and trust.
8. Conduct and ensure that support and supervision is undertaken with all employees regularly in line with organisation policy and address practice concerns or achievements in a constructive manner.
9. Ensure that staff performance and conduct including sickness and absence is monitored and managed in line with policy, including chairing investigative and disciplinary hearings.
10. Manage first line responsibility for staff discipline, grievances, complaints and health and safety matters in a constructive and professional manner.
11. Maintain staff retention and reduce employee turnover by fostering a supportive and outcome focused relationship with staff at all levels.
12. Ensure compliance with training and development in line with SSSC guidance/requirements for employees at all levels within the registered service.
13. Ensures that local safeguarding referral processes are followed at all times and in line with the organisations Adult Protection and Child Protection policies

## Business Development:

1. Promote the aims of the organisation and registered service through corporate communications
2. Represent Mainstay Trust Ltd at a local level and build effective relationships with service users, carers and family members, statutory and other third sector organisations.
3. Ensure effective communication with all employees across the organisation whilst giving or receiving information.

## Service Delivery:

1. Is fully accountable for the quality of the direct service provision experienced by individuals in the registered service, including good Care Inspectorate reports.
2. Ensure all projects are compliant with the health and social care standards, applicable regulations and all organisational policies and procedures.
3. To provide professional leadership to all staff within the registered service to maintain the quality and consistency of support to the people living in the services.
4. To ensure the provision of support is person centred and outcome focused to enable the individuals supported to have the best day possible, with clear evidence that the individual is fully involved in the planning of their life.
5. To ensure that staff are supporting the individuals within services to exercise their rights and to make informed choices when they are able to do so, or to liaise with welfare guardians about these matters.
6. Promote and ensure the principles of PBS planning are incorporated in all projects within the registered service which require this approach to support.
7. To oversee quality control of both the direct service provision and the environments where support is being provided and to participate in any quality initiatives or working groups that would lead to an improved quality of service provision.
8. Ensures that all quality audits are completed objectively and on time and that improvement plans are wholly achieved.
9. To ensure all recordings within the projects of the registered service are compliant with organisational policies and procedures
10. To ensure as a legal requirement of the Registered Managers registration that two six monthly reviews are undertaken for each person within the registered service each year, supporting Senior Support Workers or to organise and host these if no Senior Support Worker is available in the project, as per Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (section 5).
11. To attend all externally organised MDT's, AWI or ASP meetings or any other externally organised meeting in relation to individuals supported within the registered service
12. To ensure that relevant health, social work and any other required professionals are sourced in the event of any required multi-disciplinary interventions in relation to direct provision for an individual in the registered service.
13. To ensure compliance with all guidance and/or advice given by health, social work or other required professionals in relation to direct provision of support for an individual in the registered service.
14. To maintain, oversee and update risk assessments and risk management plans for each service in partnership with the staff teams in individual projects within the registered service.
15. To oversee (and/or) create clear and fair rota systems for all employees and the individuals supported, adhering to organisational requirements in line with staff members individual contracts and terms of employment and people supported individual plans.
16. To ensure the required level of support is in place at all times, reporting any difficulties in maintaining correct levels of support to the Operations Manager timeously

17. To provide direct support in the event of an emergency and or extreme staff shortages which are unforeseen events to ensure consistency and familiarity of staffing for the individuals supported in the registered service.

**Personal Development:**

1. To maintain an awareness of current and future developments in care philosophies and practice and undertake all relevant internal and external training as required
2. To have a commitment to continuous learning and to evidence/discuss this in personal support and supervision sessions with the Operations Manager.
3. To promote personal development across all levels of employee within the organisation and the registered service.

**Other Requirements:**

1. The Registered Manager will be expected to work a minimum of 39hours per week and organise working time in such a way as to maximise the efficiency of the registered service.
2. In the exceptional event of an unforeseen emergency or shortage of staffing for any reason the Registered Manager will be expected to undertake overnight and weekend working to ensure the needs of the individuals within the registered service are met.
3. The Registered Manager will ensure they maintain individual registration with the SSSC so that they are able to meet the legal requirements of working in the social care sector.
4. The Registered Manager must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the organisations Data Protection Policy.
5. Act at all times in compliance with all legal and statutory requirements that apply and to follow fully Mainstay's policies and procedures in relation to all activity.

**This list of duties and responsibilities is not exhaustive and the post holder may be required to undertake other relevant duties as reasonably required.**