

Post Specification

Post Specification - Key Information

- **Post Title: Registered Manager – Residential**
- **Date: May 2025**
- **Post Group Number: 6889**
- **Job Family: People Care and Development**
- **Job Family Role Profile: PCD15**
- **Final Grade: 16**

To be read in conjunction with the job family role profile.

Service Area Description

Older Adults Residential Care, Cumbria Care, Provider Services

Purpose of this Post

To manage, organise and control the establishment in accordance with statutory guidelines and legal requirements (including health and safety) and to ensure this is kept within budget. Support a culture of engaging and supporting staff to deliver care services in a person centred and dignified way.

Key Job Specific Accountabilities

This job and this description is a guide to the level and range of responsibilities the post holder will be expected to undertake initially and it is neither exhaustive nor inclusive and is subject to review periodically to meet changing circumstances and demands.

- To lead and manage the delivery of the service in line with the standards set within the Care Act 2014 and The Health and Social Care Act 2008 and any subsequent amendments
- To have overall responsibility for service outcomes and lead the team through Care Quality Commission (CQC) inspections, independent reviews and meet the quality standards.
- Establish strong links with multi agency teams across the county and effectively communicate the delivery of the service
- Represent the service at external meetings
- To have overall responsibility for the health and safety of service users, staff and facilitate management of the buildings
- To lead, motivate, inspire and empower employees within their service area. Using a supportive, coaching style of management to develop the team with overall responsibility for service delivery.
- To implement appropriate processes and procedures including the full range of HR procedures: recruitment, disciplinary, performance and attendance management, in order to provide effective management and support of staff.
- To operate as a service expert by providing expert advice to managers, staff and partner agencies.
- To undertake effective monitoring and implementation of the buildings and maintenance requirements for the home in line with health and safety regulations. Working with partners within the organisation who will support the completion of the requirements.

- To provide effective person centred leadership and management of the staff team, using models of reflective practice, coaching and mentoring skills.
- Provide a culture of support and wellbeing through equality and diversity principles. Ensure consistent expectations of behaviours throughout the staff team, leading by example.
- Take a proactive approach to identification of and managing implementation of continuous service improvements and future planning programmes of work.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** Cost centre devolved budget holder and budget management
- **Staff Management Responsibilities:** To have overall responsibility for the administrative, financial, training, management of the staff team. To lead and manage the staff team, including supervision and appraisal of staff and promotion of professional development and training.
- **Other:** ICT equipment for the service. Maintaining and creating relevant paperwork for service users and ensuring its security and confidentiality, in line with the Care Quality Commission CQC regulations, quality standards, CCC policies and procedures. Equipment used to support the delivery of care. Updating and review of the staff records

Essential Criteria

- NVQ level 4 management or equivalent
- Significant experience managing in a residential setting for adults.
- GCSE both English & Maths at grades A-C or equivalent
- Advanced knowledge of Care Quality Commission (CQC) requirements as well as other regulatory bodies.
- Leadership and Management of staff and effective monitoring of their performance
- Ability to manage budgets effectively
- An understanding of the application and effectiveness of the Key- worker / Link worker roles.
- High level of knowledge and understanding of person centred care plans
- A thorough knowledge and understanding of Service Users' Rights to Dignity & Respect
- Commitment to Equal Opportunities
- An in depth understanding of relevant legislation
- An up to date knowledge of current practice.
- A good understanding of Quality Assurance systems.
- Good verbal and written communication skills.
- Ability to use Microsoft Office or equivalent.
- The ability to identify and respond appropriately to the changing needs of service users.
- To contribute to effective team working, to develop and continually improve service provision
- To be able to act on own initiative.
- Ability to lead, motivate, inspire and empower others, by example.

Disclosure and Barring Service (DBS) Checks

This post requires a DBS check.

The level of check required is *(remove others not required)*:

- DBS Enhanced – Adults

Job Working Circumstances

- **Emotional Demands:** Exposure to some situations that could be emotionally demanding. The ability to support residents, families and the staff team with emotional health and well being factors.
- **Physical Demands:** Limited physical demands
- **Working Conditions:** The ability to undertake meetings in confrontational settings where aggression may be experienced

Other Factors:

- Ability to work across seven days to support admissions and discharges into the homes.
- Able to work flexible hours to take account for particular problems
- Undertake work at other Cumbria Care establishments within the district/locality to meet service requirements. (Each event / situation will be considered by management as to each individual's circumstances)
- Organisational skills are essential in order to manage workload and prepare relevant reports, plans etc. Time management and planning of diary ability to risk assess and act proactively. To be registered with CQC regulatory body, as a 'fit person' to manage the service.
- The ability to travel across the county and outside of the county should the service require