Residential Registered Manager 09 Aug 16

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| Role Profile  |
| Role Description  | Registered Manager  | Function  | Regional Service Manager  |
| Role Purpose  |
| To lead and manage the team in the everyday running of residential care to achieve the best outcomes and provide a safe and secure environment for all, whilst adhering to Ofsted and the Quality Care Standards  |
| Key Accountabilities  | Key Measures of Success  |
| **1. Ensure the homes is fully resourced, with the right level of capability to operate safely and compliantly at all times** * Rotas are effectively completed to provide a safe and compliant 24/7 operation
* Effective management of annualised hour and over-time
* Effective annual leave management
* Define and set the culture of the home that is aligned with the organisational values
* Create and engage the team in the Home Statement of Purpose
* Ensure that colleagues are appropriately trained, skilled and qualified to conduct activities and provide for the young people
* Ensure accurate and timely performance management/appraisal and development of the team
* Ensure the health and wellbeing of all direct reports
* Ensure that identified talent is used to maximise potential
* Coach and develop the team to maximise their performance and potential and work effectively together to deliver the best outcomes
* Ensure that effective and engaging induction and on boarding of new colleagues is delivered on time

  **2. Identify, develop and maintain effective and value adding external/partner/stakeholder relationships** * Seek partnerships and working practices that will maximise the care provided
* Maximise budget to provide the best care possible
* Identify key relationships both internally and externally
* Maintain relationships through effective communication and promotion of services provided

 **3. Maintain the highest levels of health, wellbeing and safeguarding of young people within care** * Enable the young people to fulfil their potential through structured education, care and wellbeing interventions that are relevant to their needs
* Manage the induction of new young people to the home
* Manage all risk assessments, ensuring actions and reporting are conducted accurately and on time
* Ensure education and health plans are accurate and up to date
* Manage placement plans building relationships and gaining best outcome agreements with local authorities
* Ensure transition to community plans are created and all detailed actions are completed before transition takes place
* Monitor and review all reports, plans and documents on an individual basis
* Agree and manage referral requests in the best interest of the young person, the home and the organisation

  | **1. Ensure the homes is fully resourced, with the right level of capability to operate safely and compliantly at all times** * Ofsted judgements of at least good or outstanding for the home
* Homes is fully resourced to match needs
* Minimum use of agency
* Supervision framework in place to ensure child / young person meets or exceeds expectations
* All colleagues are appropriately trained with agreed timescales
* Continual professional development (CPD) of all home colleagues are at agreed levels
* All key people metrics improve

   **2. Identify, develop and maintain effective and value adding external/partner/stakeholder relationships** * Partnership opportunities are fully explored and maximised
* Community and external

feedback is positive  **3. Maintain the highest levels of health, wellbeing and safeguarding of people within care** * All policies and procedures are fully complaint with and adhere to regulatory and internal quality standards as evidenced by internal audits
* Referral decisions are made in line with guidelines and

information * Long term placements are at targeted level
* Individual progression expectations are met

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| **4. Lead the performance and outcomes of the home** * Manage the home in line with allocated budget
* Manage the allocation of budget pots for the home
* Ensure the physical environment is appropriate and conducive to the highest standards of care provision
* Oversee and manage the production of LACs and PEPs ensuring these drive the best outcomes for individuals
* Maintain relationships with all young people within care home
* Provide on call and shift support to ensure all care provisions are fully met
* Evaluate and analyse Req 44 trends and patterns to drive continuous improvement
* Manage the timely response to all Req 44
* Complete the monthly Reg 45 reports in line with the agreed governance process
* Ensure all domestic and low level maintenance duties are completed to the highest standards
* Escalate all larger asset and maintenance issues, ensuring these are acted upon and followed up on in a timely manner

 **5. Own and ensure delivery of fully compliant and accurate records and administration in line with regulatory requirements and standards** * Ensure that all records and reports are accurate and up to date
* Ensure that all legislation and regulation requirements are adhered to
* Manage all inspection and audit requirements for the home
* Ensure that all incidents are managed to resolution effectively and timely
* Ensure that all Health and Safety, Safeguarding requirements are met
 | **4. Lead the performance and outcomes of the home** * Commercial performance is in line with or exceeds agreed targets
* Budget requirements are met

 * All plans are appropriate, in place and actioned within agreed timescales
* All Req 44 and Reg 45 actions are completed and responded to within agreed timescales
* All allegations, investigations and complaints are resolved appropriately
* Homes are kept to the highest cleanliness standards

  **5. Own and ensure delivery of fully compliant and accurate records and administration in line with regulatory requirements and standards** * Governance cycle is adhered to and all supporting reports are delivered to a high quality and on time
* All plans and records are accurate and up to date
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| Enablers to the Role (Skills, Knowledge, Experience)  |
| * Diploma Level 5 in Leadership and Management in Residential Child Care (England) qualified or above
* Extensive experience in working with young adults, preferably in a residential environment – 5 years
* Experience of working with and managing challenging behaviour
* High level of working knowledge of relevant legislation such as Children’s Act and Quality Care Standards  Experience of dealing with attachment and trauma
* Extensive experience of working within Safeguarding and Medication environments  Proven track record of managing people and performance  Attained Level 3 CCYP
* Proven track record of dealing with conflict, managing learning difficulties
* Experience of managing relationships at multiple levels and with local authorities
* Excellent communication skills both verbal and written
* Flexible and adaptable
* Proven track record of working and managing conflicting priorities and challenges
* Takes accountability for own training and continual professional development
* Ability to work across and support the management of a 24/7 operation
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Signed:

Date:

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