

Please note – due to the implementation of the new professional and management pay structure in Cambridgeshire, only in exceptional circumstances and where authorised by the Executive/Corporate Director will Management Band and Head of Service posts be evaluated/re-evaluated.

Job Description

Job Title Registered Manager

Job number

Grade SQ2

Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

To lead and manage Care Quality Commission (CQC) registered services, ensuring CCC policies and procedures are followed and CQC standards are met. To act as legally responsible person for the Care Quality Commission.

To support the Operations Manager with service development across their location for provider services.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

Main accountabilities	
1.	To be CQC registered manager for the registered service. To manage and work in line with CQC standards and deliver safe and effective services. The registered manager is legally responsible and accountable for compliance with the Health and Social Care Act 2008 and associated legislation.
2.	Lead and manage the staff team. Take responsibility for staff and team development as well as support and supervision. Recruit, induct and complete annual appraisals with the staff team.
3.	Ensure all service users have appropriate support plans and their care is reviewed regularly and in line with CCC review periods. Ensure appropriate risk assessments, health action plans and, where appropriate, behaviour plans are in place. This responsibility, and work associated with it, mainly concerns those individuals who use or work within the unit/service.
4.	Ensure legislation is imbedded and followed within the service. This includes Safe Guarding of Vulnerable Adults (SOVA), Mental Capacity Act (MCA) and Deprivations of Liberty Safeguards (DoLS).
5.	Engage with service users and their families and carers, ensuring all parties have a voice and play an active part in their support and care. Lead on quality assurance and action any plans that come from this process. This area of responsibility and the work associated with it, mainly concerns those individuals outside of the service/unit but who have a direct link or interest in the service.
6.	Maintaining the effective running of the service in accordance with departmental policies and procedures, including HR processes and the management of service and service user finances.
7.	Work with Customers and partners to ensure quality and cost effective services in line

	with the strategic commissioning plan.
8.	Ensure building, contents and grounds are in good condition, adhere to health and safety legislation and ensure all equipment meets safety requirements and maintenance schedules are in place.
9.	Ensure delegated budgets are managed appropriately, deliver service plans and actions outlined in the business case and strategic priorities.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Level 3	Health and Social Care	Essential
Recognised management award – level4/5	management	Desirable Expected to complete in post

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Legislation	CQC, Care Act, SOVA, MCA, Dols Human Rights Health and Safety	Essential
Knowledge of review process		desirable
Supported living	Knowledge around different support settings and community support.	Essential
Skills		
Managing people	Employee performance and development Staff supervision	essential
Self awareness and ability to challenge	Explore own impact and power associated with the role.	essential
Communication skills	Good verbal and written communication skills, liaising with a wide range of people inc other professionals, service users, families/carers and colleagues	essential
Self management	Ability to organise workload and meet strict deadlines. Work under pressure and resolve issues/problem.	essential
Experience	Give an idea of the type and level of experience required do not specify years of experience.	
Working with vulnerable adults	Experience of working with vulnerable adults in a social care setting	essential
Support planning and reviews	Experience of creating appropriate support plans for individuals, including risk assessment, behaviour plans and	essential

	health action plans. Experience of leading and organising reviews.	
Management and service development	Experience of managing and leading a staff team and delivering service plans to develop the service	essential

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks *

Work type

What work type does this role fit into?	Fixed *	Flexible	Field	Home
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Job description questionnaire

Page 1 and 2 of this document will form the job description and person specification for the post.

Job title:	Registered Manager	Directorate/ Service area:	CFA Adults – in house services
Reports to (job title):	Operations Manager	Section:	
Presenting Manager:	Emily Wheeler	Date of evaluation:	
Re-evaluation:	Yes		

Job context

Give a short overview of the job context and the key objectives of the part of the organisation where the job is placed.

In house services provide support to vulnerable adults. The registered manager would be responsible for leading the CQC registered services. This role will ensure service delivery is effective and safe and meets the legal requirement of CQC standards and registration. The manager will ensure the provision of a high quality service that promotes person centred care and individually tailored support plans.

This role will lead and direct the day-to-day operational management of the home, ensuring that available resources are used effectively to enable the provision of a good quality service.

The resgistered manager is responsible for managing the staff team which incudes support workers, night support staff, senior support wokers and relief staff.

CQC responsibility is currently held by both Managers (S02) and Team Leaders (scale 6/S01) Two in house services have team leaders as registered managers and another two have managers, this job role is the same but individuals are paid at different grades.

Take a lead role for risk analysis within the home, ensuring that appropriate assessments take place, and plans put in place to minimise risk where necessary.

This re evaluation is part of a wider management restructure across in house services; the objective is to ensure equity between grades and management cover across the in house provisions.

Organisation chart (include grades)

Please provide an organisation chart which includes the manager of the post, its peers and direct reports.

Will include with JDQ

Change of accountabilities (for re-evaluations only)

What are the major changes to the role?

These should clearly show the reason for this re-evaluation i.e. the:

- changes to the accountabilities;
- changes to the essential qualifications, knowledge, skills and experience; or
- changes to the team structure

This role includes the responsibility and legal accountability of CQC registration and the day to day running of registered services without close supervision of an Operations manager.

The manager is expected to appropriately allocate and monitor resources within the service and meet budget constraints, this includes any delegated budgets. They may not necessarily have budget responsibility within the service, this could remain with the Operations Manager and is dependent on the service size. This decision will be made on a service by service basis; the registered manager will have responsibility to ensure service remain within budget and resources are allocated appropriately.

The registered manager will be responsible for implementing and delivering service plans based on strategic drivers and business cases. This will include short term planning and delivery and contributing to long term plans and service delivery. The registered manager will be responsible for assessing any risks and impacts that service changes and plan may have and feed this back to the Operations Manager. They will be required to think creatively and plan how service delivery can meet demand, efficiency plans, legislation and CCC policies and procedures.

Communication and influencing

Contact	Nature of interpersonal skills used
Internal	
External	

Supervision and work planning

What degree of forward planning is required in this job (daily, weekly, monthly, annual, etc)?

Daily and weekly to ensure service needs are met. The manager will be required to plan monthly to ensure staffing cover is appropriate, resources are allocated effectively and deadlines, such as CQC reports, are delivered on time. The registered manager would be expected to contribute to and deliver service plans as well as taking direction from the Operations Manager in terms of future service development and strategic planning. This post would deliver outcomes on a short term basis, such as changes to support plans, staff rotas and day to day management, they would also be expected to plan on a longer term basis to ensure service plans are delivered throughout the financial year.

What level of supervision is this post subject to?

Not close supervision, this post would often be the only manager on site. They would have the day to day responsibility of managing the service. They would receive regular 1:1 supervision from the Operations Manager i.e 4-6 weekly.
The manager would be responsible for queries directly relating to the service, this may include emergency calls.

What type of priorities is the post holder able to set themselves?

Day to day decisions around service delivery which would include dealing with emergency placements or situations i.e medical emergencies or service users unknown to the unit being placed in respite.
Planning and carrying out staff meetings and supervisions
Completing CQC reports and provider information returns – this work has set deadlines which must be adhered to. The manager would need to prioritise their workload to ensure this was met.
Service user finance checks
Audits and medication checks

What kind of systems, procedures or 'rules' are set around the job?

CCC policies
CQC standards

Problems encountered

What types of problems are encountered in this job and what steps would you expect the post holder to take to find the solution (give 2 examples).

Emergency admissions to respite - manager would ensure the service was appropriate for the service user, staff team were skilled and experienced to manage this situation and appropriate staffing numbers were in place. They would ensure appropriate plans and paperwork was in place including risk assessments and health action plans.

Staffing issues/shortages – manager would ensure appropriate staffing levels were in place. Cover the rota accordingly, cover sickness/leave with most appropriate replacement i.e relief or OT. Respond to emergencies within the staff team.

At what point does the post holder escalate a problem to a more senior employee?

Any CQC notifiable event which include death of a service user, Safe guarding, major event which impacts on service delivery i.e flood of building/loss of electricity/heating
Formal complaint
Formal disciplinary procedure

Decision making

Does the post holder makes a decision a set process to resolve the problem

based on	*
	a solution based on their past experience
	* 3
	seek more information to determine the extent of the problem
	use creative thinking to develop new concepts

Please give an example to illustrate the approach to decision making specified above.

Protocols are in place to manage respite placements, registered manager would make this decision based on protocol. They would use experience of the service to make day to day decisions such as mix of service users and staffing levels.
Escalate any formal issues of complaint or disciplinary procedures.

Freedom to act

Please give two examples of areas that the post holder has discretion over.

Staffing levels and arrangements for rota cover – the manager will allocate staffing as and when required. Staffing levels could vary due to service need and service user attendance. They will have responsibility to authorise agency staff and will be accountable for spend associated with this. They will take responsibility to cover shifts to ensure service needs are met within the constraints of the salary and establishment budget.

CQC responsibility - the manager will ensure all areas of work comply with legislation and CQC standards. This includes the safe management of medication and finances. They will ensure their personal and professional development reflects changes and updates around CQC and social care legislation.

Impact

Financial impacts of the role

Financial measure (e.g. income, expenditure, capital budget)	Amount (£)	Role (Direct control, joint control, advisory/influencing role)
Service budgets	Varies depending on the size of the service and budget. 200k – 450k	Joint control

Statistical Information

Is there any statistical information that can add to the understanding of the job? E.g. it is useful to know whether a Payroll Officer deals with is 50 or 50,000 payslips.

Staff numbers would vary between services, the smallest being circa 20 staff and the largest 70.

Physical effort and/or strain

Describe whether the job requires physical effort and/or strain more than is normally experienced in a routine office environment

No

Working environment

Does the job require working outdoors, or being exposed to objectionable, uncomfortable or unfavourable working conditions?

No

Declarations

All roles – Manager	
JDQ completed by:	Date:
Signed:	
Print name:	
All roles – Director	
Director – I confirm that this role can be added to the establishment/amended on the establishment following the outcome of job evaluation.	
Signed:	Date:
Print name:	
Management Band and Head of Service roles – Executive/Corporate Director	
Executive/Corporate Director – I confirm there is a clear and justifiable requirement for this post to go through the job evaluation process and give consent for the post to be evaluated/re-evaluated.	
Signed:	Date:

Print name:	
Re-evaluations only – Current Post Holder	
Current post holder – by signing this form I confirm that I have been involved in completing the JDQ and confirm that it is an accurate reflection of my current role.	
Signed:	Date:
Print name:	

