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 |
| 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 | |

Signed:

Date:

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