



Job Description

Post:	Registered Manager
Accountable to:	Regional Manager / Company Director
Reporting to:	Regional Manager
Hours of Work:	37.5 hours per week

Overview

New Direction are renowned for being a values-driven and innovative organisation, supporting autistic people, people with learning disabilities, and people with complex needs to improve quality of life and quality of sleep within individualised supported living settings.

The Registered Manager will have an overall responsibility to ensure the services they are responsible for within New Direction Support are safe, effective, responsive, caring and well led, remaining compliant with current legislative requirements and the organisational policies and procedures, as well as actively creating a company-wide culture based on our established models of care and support.

Main Duties & Responsibilities

Outcome – Company Growth

The role of the Registered Manager will involve:

- Supporting the Regional Manager with the framework tendering process, and subsequent reviews / renewal
- Promoting the development and growth of the organisation, namely ensuring that interest is registered and specification responses are completed in a timely manner, liaising with funding authority / brokerage to secure packages of care
- Making necessary arrangements for pre-assessments & initial assessments, ensuring to gather as much information and data as possible to support informed decision making
- Communicating decisions on whether New Direction Support will be able to provide support based on people's individual needs
- Working alongside relevant stakeholders to ensure transitions are carried out safely and effectively within agreed timescales (adapting the transition checklist to individuals as required)
- Ensuring to use New Direction's adopted models of care & support to support a successful transition, this will include:

- CREWS (Primary Assessment Framework)
 - PERMAH (Quality of Life Model)
 - SMILES (Functional Assessment)
 - RARIT (Restraint & Restriction Reduction)
- Ensuring that funding is formally agreed for any additional work-related activities prior to these taking place i.e. shadow shifts, additional training
 - Ensuring that New Direction Support's good reputation is upheld / developed within the community i.e. social workers, private clients, commissioning groups, CQC
 - To undertake any other duties that are consistent with the overall purpose of company growth and development, as directed by the Regional Manager

Outcome – People

The Registered Manager will be responsible for:

- Creating a company-wide culture based on the models of care and support adopted by New Direction Support, namely CREWS, PERMAH, SMILES & RARIT
- Carrying out regular SMT checks, and ensuring that all other levels within the organisation carry out regular quality assurance checks using the processes and systems in place, to ensure the service being provided is to the expected standard
- Ensuring that people have individualised support plan's / outcome-based support plans, including a PBS plan, and that these are regularly reviewed
- Where applicable, ensuring the people who required it have a Safety Intervention Plan / Safety Plan
- Ensuring that each person has a PEEP assessment in place, and that this is updated regularly
- Ensuring that people have individualised risk assessments / risk management plans, and that these are regularly reviewed
- Meeting relevant KPI's associated with individual contracts
- Ensuring that people are supported to manage health conditions appropriately, and that medical support is sought out where it is needed (minimising the risk of diagnostic oversight)

- Ensuring that people are supported to maintain adequate nutrition and hydration, including ensuring that staff work to assessed levels of needs with regards to dysphasia
- Where it is an identified need - ensuring that people using the service are supported with all aspects of medication in accordance with their care plan / outcome-based support plan, this includes administration, checking systems, storage and record keeping
- Where it is an identified need – ensuring that medication is ordered / checked in following policy and procedure
- Fully investigating medication errors, with a view to learning and developing as a service to prevent future medication errors occurring
- Following procedure accordingly in the event of actual or suspected abuse, notifying appropriate services i.e. Local Authority, CQC
- Promoting and facilitating anti-discriminatory practice
- Promoting and maintaining confidentiality about the individuals who use the service and investigate / take action where there are breaches
- Ensuring the rights and choices of each person we support are upheld / respected and ensure that their wishes and needs are at the centre of the support provided
- Ensuring that people using the service are involved and included in the service they receive
- Ensuring that people's needs are met according to agreed ways of working / needs identified i.e. New Direction Support meet the needs identified in the person's care plan as directed by the commissioning body
- Ensuring that staff provide active support, encouraging people to maintain as much independence as possible
- Ensuring that all areas of people's personal care needs are met effectively
- Where it is an identified need - ensuring that staff appropriately support people to co-ordinate events such as holidays, birthdays etc
- Where it is an identified need - ensuring that people are provided with opportunities to access the community and lead meaningful lives, this also includes work or work-like activities
- Ensuring that staff are promoting privacy, choice and participation in decision making as well as being able to express their own cultural identity

- Ensuring that people have the opportunity to give feedback about the service they receive, that they understand the complaints procedure and that the management team follow complaints procedure when a complaint is received
- Where it is an identified need - ensuring that people are supported to maintain links with their family, friends and significant others
- Ensuring that referrals are made for professional support where this is required and be able to provide quantifiable data to support this process i.e. if a person has a choking incident, then a referral will need to be made to SLT and forms should be put in place to track choking incidents
- Where it is an identified need – ensuring that the service users are supported to achieve economic well-being through effective budgeting of money by the service user and their staff team.
- Where it is an identified need – ensuring the service user(s) can attend arranged appointments and that they are supported to manage appointments/events effectively.
- In relation to behaviour of concern, identifying the function(s) (SMILES), supporting implementation of strategies, improving communication and working alongside other stakeholders to ensure that the service user needs are being met as outlined in their care plan / outcome-based support plan.
- Where it is an identified need - ensuring the service user(s) maintain their tenancy i.e. paying rent on time, ensuring home environment is kept secure, clean and kept in good repair.
- Ensuring that people using the service are supported by their staff with a total communication approach, using available communication tools where these are required i.e. social stories, activity planners etc
- Ensuring that systems and tools such as Health Action Plans, Hospital Passports, QoL Checks, QoL Plans & Communication Passports are reviewed / updated regularly
- Where it is an identified need, ensuring people using the service are supported to responsibly use resources (gas, electric, water, food & drink, stationary, first aid supplies etc)
- Carrying out annual quality assurance surveys, and providing a report (to shape the service improvement plan)
- Managing invoicing and monitoring payments, to ensure the company receive payment for services provided

- To undertake any other duties that are consistent with the overall purpose of supporting people safely and effectively, as directed by the Regional Manager

Outcome - Employees

The Registered Manager will be responsible for:

- Ensuring the management team promote continuity and ensure that a high standard of service is being delivered across the organisation through use of established quality assurance systems
- Supporting and promoting New Direction's gold level accreditation with Investors in People
- Ensuring that cost effective solutions for advertising are sourced
- Ensuring that online recruitment sites and e-mails are checked regularly and enquiries responded to in a timely manner
- Ensuring that recruitment processes are carried out in a timely and effective manner i.e. references, DBS, induction, training
- Ensuring that safer recruitment legislation is followed at all times i.e. references, DBS check and mandatory training in place before commencing with shifts
- Ensuring that databases are monitored and kept up to date i.e. applicant progress report, staff training database etc
- Ensuring that staff receive effective and appropriate induction shifts where these are required
- Ensuring that every employee has a training & development plan from the outset of their employment, and that this is continually worked towards, and support provided as and when required
- Oversee the rostering system and ensuring that all shifts are covered, and that mistakes are minimised to avoid causing upset / anxiety / inconvenience to employees
- Ensuring all staff (including managers) receive timely and effective support i.e. observations, probation reviews, supervision meetings and appraisals
- Ensuring that staff are encouraged and supported with regards to completion of required & ongoing training
- Ensuring that staff follow agreed ways of working i.e. care plans / outcome-based support plans & risk assessments

- Ensuring that systems and tools are used effectively i.e. communication logs, probation / supervision / appraisal forms
- Ensuring handovers are carried out according to the handover policy
- Carry out investigations and (where required) disciplinary / capability hearings adhering to legislation and organisational policies and procedures, with support from Peninsula (24/7 HR advice service)
- Ensuring staff receive support with regards to behaviour of concern they may encounter through effective debriefs, reflecting on incidents and working towards proactive and positive behavioural strategies
- Ensuring specific risk assessments are in place for staff where they are required i.e. pregnancy, manual handling etc
- Effectively monitoring and managing sickness / absence levels for all employees
- Ensuring that renewals are dealt with in a timely manner i.e. DBS renewals, MOT & Insurance details provided
- Ensuring that poor practice is challenged in a timely manner, where possible supporting staff i.e. if it is a training need then ensure they have the training required
- Ensuring that staff are provided with positive feedback where there has been progress or a notable achievement
- To undertake any other duties that are consistent with the overall purpose of managing employees, as directed by the Regional Manager

Outcome - Responsibility for Resources

The Registered Manager will be responsible and accountable for:

- Ensuring to keep appropriate stock levels of resources required i.e. PPE, stationery
- Ensuring that the service users and staff teams minimise unnecessary resource waste, including at Head Office i.e. printing double sided, minimising document size
- Ensuring the service user(s) and staff teams dispose of waste in an environmentally friendly manner, and that where possible environmentally sustainable solutions are used
- Ensuring that cost effective solutions are always utilised i.e. the cost of swapping shifts in relation to sleep-in supplement, equipment use, training costs
- Ensuring to keep accurate records for payroll, to ensure that its employees are paid correctly, and that the organisation is not impacted on financially (by errors)
- Developing links with other providers (where possible) to minimise costs i.e. training

- Ensuring that time is effectively managed by the management team and that the calendar tool is utilised so that you will be able to support others with prioritising tasks
- Monitoring set outcomes via regular meetings i.e. 1:1 meetings, supervision, team meetings and management meetings
- Ensuring that those using systems in place have received appropriate training and understand how to use the systems effectively
- To undertake any other duties that are consistent with the overall purpose of managing resources, as directed by the Regional Manager

Outcome - Responsibility for Administration

The Registered Manager will be responsible and accountable for:

- Where appropriate – ensuring there is an SMT check and report completed at regular intervals for each package of care we provide
- Ensuring that quality assurance visits are carried out regularly – each visit to a service user's home must include (where appropriate) a check on medication, finances and records as well as general welfare of service user. Any identified issues must be dealt with in a timely manner
- Ensuring that data protection legislation is adhered to, and that requirements of the organisation such as DSPT and data protection walkarounds are completed, as and when required
- Ensuring that staff records are completed appropriate and accurately, where issues are identified this will need to be dealt with in a timely manner
- Where it is an identified need – ensuring analysis of incidents / activities is carried out and monitored
- Ensuring that staff are ordering required paperwork on the 1st of each month
- Where it is an identified need – ensuring the staff team carry out regular and effective fire drills / smoke alarm tests
- Where it is an identified need – ensuring people are supported to arrange maintenance / repair tasks to be carried out by a qualified professional when necessary and seek out the most cost-effective solution to any maintenance issues / repairs.
- To undertake any other duties that are consistent with the overall purpose of organisational administration, as directed by the Regional Manager

Outcome - Responsibility for Own Practice

The Registered Manager will be responsible and accountable for:

- Developing a positive, solution focused culture that is based on the foundations of the models of care and support adopted by the organisation
- Ensuring that the role and responsibilities of Registered Manager are fulfilled within the contracted weekly hours
- Participating in own probation, supervision and appraisals
- Taking an active role in maintaining own competency through CPD activities, maintaining a training and development plan which reflects personal development and complies with General Social Care Council Codes of Practice.
- Attending staff development programmes, training courses, seminars and workshops as and when required.
- Having a comprehensive understanding of the company's policies and procedures and of individual service user guidelines and risk assessments, ensuring to report and changes, errors or omissions and update documentation as and when required.
- Helping cover the work of a team during absence, vacancies or when a colleague is under pressure.
- Minimising lateness and absenteeism.
- Using own initiative in the planning and allocating of the daily roles, particularly supporting in shared environments.
- Being innovative and promote a positive approach to support service user(s) across the company.
- Promoting an attitude that demonstrates a positive risk taking approach and a can do attitude
- Promoting a balance between service user choice and common law duty of care through positive risk taking, actively seeking to minimise risk and working in partnership with the staff team, team leader, management team and external professionals (where necessary) to ensure service user empowerment through comprehensive risk assessing and risk management.
- Informing the Regional Manager of all changes within the service including those which affect the service users, the staff team and the service as a whole.

Outcomes - Operational Development Responsibilities

The Registered Manager will be responsible and accountable for:

- Participation in the on-call system is an expectation of the role (on a rota'd basis which may change due to number of managers available at any given time)
- Supporting review of key operational areas, including:
 - Service Improvement Plan
 - Preventing & Managing an Outbreak
 - ARI Risk Assessment
 - Business Continuity Plan
 - Restraint Reduction Strategy
 - RRN Self-Assessment
 - Statement of Purpose
 - Winter Plan
 - Heatwave Plan
 - Policies & Procedures
- Ensuring KPI targets are consistently met by the management team]
- Managing complaints, compliments and comments for the organisation
- Contributing to the quality assurance policy through feedback and reporting systems.
- Supporting members of the management team to fulfil their roles through informal discussions (where advice can be offered) as well as regular meetings to discuss progress of outcomes
- Ensuring health & safety systems within the services, which are a legal requirement, are adhered to effectively by all staff
- Holding fortnightly MMT meetings and attending monthly SMT meetings
- Attending clinical or reflective supervision sessions as required of the complexity of the service user's and as indicated by the psychology services.
- Monitoring rota's and ensuring arrangements are made to cover during periods of staff absence where possible.
- To undertake any other duties that are consistent with the overall purpose of operational development, as directed by the Regional Manager

Outcomes - Equality, Diversity & Rights

To be responsible and accountable for:

- Promoting equality of opportunity and a respect for diversity.
- Overseeing that all staff are compliant with legal responsibilities and policy guidance on equality and diversity matters and human rights and promote anti-racist and anti-discriminatory practice.
- Ensuring equality and diversity across the organisation, promoting an open and inclusive culture, while challenging and appropriately managing discrimination, bullying and harassment (including sexual harassment)
- To undertake any other duties that are consistent with the overall purpose of promoting equality, diversity and rights, as directed by the Regional Manager

Additional Information

- To undertake any duties consistent with the overall purpose of the post as directed by the Regional Manager or Company Director
- Must be a driver with access to own vehicle
- Must be willing to participate in travelling across the country to support effective service user transitions
- The post holder may be based at any location within New Direction Support.
- New Direction Support is an equal opportunities employer, and we welcome applications from all sectors of the community
- New Direction Support operates a non-smoking policy

PERSON SPECIFICATION

Registered Manager

Essential Criteria

- Working experience of being a Registered Manager
- Commitment to the development and growth of our service
- Ability to understand and support others to work in-line with New Direction's values and models of support (see Statement of Purpose)
- Being self-motivated, driven and solution focused
- Capable of supporting the tendering process for the Adult Social Care framework
- Leading the registration of the service with CQC
- Ensuring compliance with regulations and legislation
- Securing packages of care
- Confidence with recruiting, developing and managing staff teams
- Driving licence and access to a vehicle
- Ability to forge strong relationships with service users, their relatives and professionals
- Ability to manage budgets, staffing levels and service performance overall
- Good knowledge of the local area (where the service is being provided)
- Level 5 diploma in Leadership and Management / Health & Social care (or at least working towards)

Very Desirable Qualities

- Links with social workers and commissioning
- Links with housing providers
- Links with other providers in the local area