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## Registered Care Home Manager/ Service Manager

### Job Description

<b>Job title:</b>	Registered Care Home Manager/ Service Manager
<b>Responsible to:</b>	Project Director
<b>Responsible for:</b>	Deputy Manager, Senior Support Workers, Support workers, Casual/Bank Staff, Cook, Housekeeper, Maintenance Person
<b>Hours:</b>	37.5 hours per week. As part of your role, you may occasionally be required to work out of hours, weekends, evenings or overnight, and will be part of the on-call rota.
<b>Salary:</b>	c£31500- £35000 p/a depending on qualification and experience.
<b>Place of work:</b>	Henleaze, Bristol or at other locations as may be required.

### The Thomas More Project

The Thomas More Project is a charity supporting people with learning disabilities to live the life they choose. We are committed to providing the best possible support and to improving and developing our services now and in the future. We provide homes that enable people to live as independently as they can.

**Our vision:** People with disabilities are equally able to reach their potential as integrated members of society.

**Our mission:** Enabling individuals with disabilities to flourish. Supporting choice developing skills, meeting needs.

**Our Values:** Wellbeing, Excellence, Inclusion, Collaboration

**Our homes:** We provide supported living services to three individuals with learning disabilities living in our shared home. We support 11 adults with learning disabilities to live as independently as possible in our relaxed, friendly residential care home.

**Our people:** We value, train and develop our staff and volunteers so that we can provide the best possible support to people with learning disabilities. We provide learning and development opportunities for our small, friendly staff team and an open, honest, collaborative culture where staff can thrive.

## Aims of the role

In this key role you will be responsible for the operational management and development of current and new services. This includes management of day-to-day operations including support provision, staff, budgets and resources, quality assurance, regulatory and contract compliance, service improvement and information management.

You will share our passion for putting the needs and wellbeing of the people we support first, finding new ways to enable them to achieve their goals, and continually improving our services.

## Main tasks

### 1. Service Management

- 1.1. Manage all our services ensuring compliance with service specifications, regulatory requirements, individual assessments and person-centred plans and reviews of these, achieving outcomes.
- 1.2. Review, manage and develop key processes, policies, procedures, risk assessments, records and systems to meet best practice, contract requirements and regulatory standards. Ensure regular reviews and that staff understand them.
- 1.3. Lead for GDPR, Health and Safety, DoLs and Safeguarding and other areas.
- 1.4. Proactively manage occupancy levels, assessing people's needs and negotiating and support agreements within the services, developing strategies to maximize occupancy and pricing levels and ensure ongoing appropriate support packages.
- 1.5. Regularly and frequently seek the views of people we support and their families and develop co-production methods.
- 1.6. As part of the senior management team, participate in strategic and business planning and budgeting, service improvement and development of new services.
- 1.7. Develop effective relationships with the key stakeholders in the business, including people we support and their families, employees, trustees, external partners, commissioners and regulators. Maintain a positive public image.
- 1.8. Take a leadership role in improving marketing and communications including the website.
- 1.9. Chair meetings including team meetings and care reviews ensuring they promote involvement, understanding and achievement of objectives.
- 1.10. Ensure that Tenancy Agreements or License Agreements are properly maintained.
- 1.11. Properly maintain financial records relating to service user monies and petty cash ensuring they are monitored and administered effectively in line with Project policy.
- 1.12. Manage and prioritise own work across a broad and varied role, setting and agreeing measurable objectives as appropriate. Regular assess progress, deal with delays satisfactorily.

### 2. Staff and resource management

- 2.1. Provide inspiring leadership to the staff team. Recruit, retain, manage, support and develop staff and volunteers including supervision and appraisal, and training framework.
- 2.2. Maintain open, honest, positive, collaborative, learning culture and embed organisation vision, mission and values.
- 2.3. Effectively review and manage the capacity and skill mix requirements for the
- 2.4. Purchase and maintain stock and equipment, maintain records and ensure budgetary control and monitoring. Take corrective action as appropriate.
- 2.5. Contribute to the preparation of the budgets for services.
- 2.6. To keep informed about research, new developments and strategies within the field of adult social care.

### **3. Quality and compliance**

- 3.1.** Maintain excellent relationships with the Registration Authority complying with all legal and statutory requirements and representing the organisation as the Registered Manager.
- 3.2.** Lead operational improvement ensuring compliance with CQC and service specifications, driving improvement from 'good' to 'outstanding'.
- 3.3.** Implementation efficient, accurate and appropriate quality assurance, monitoring control measures and practices, in relation to all services provided.

### **4. General**

- 4.1 To ensure that all work is carried out in accordance with the organisation's policies and procedures.
- 4.2 To undertake any other duties commensurate with the grading of the post, as agreed with your line manager.

This Job Description aims to provide the post-holder with an accurate and concise summary of the Job and its main duties and responsibilities. However, it is not intended to be restrictive or absolute.

## Person Specification

You will be a team player, energetic, efficient and hardworking. You will be a good communicator and influencer. You will have a positive outlook and a sense of humour - a 'glass half full rather than half empty'. You will be proud to hold responsibility for the wellbeing of the people we support and our team's professional development. You will be passionate about offering the best possible services.

### Essential

- Diploma in Leadership for Health and Social Care Level 5, or equivalent management qualification, or the ability to achieve this within 12 months.
- Through knowledge of and ability to apply relevant legislation and guidance including but not limited to the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, Care Quality Commission (Registration) Regulations 2009 and the Care Act 2014 and the Health and Social Care (Safety and Quality) Act 2015
- Substantial knowledge and experience of managing a range of services for people with learning disabilities, including registered care, and at least 1 years' experience as a Registered Manager.
- Skilled in personalised assessment, support planning, recording and report writing, and directing support management for adults with learning disabilities, including MCA, DoLS and Safeguarding.
- Experienced in leading and developing your staff team in a social care environment: Supervision, appraisal, personal development planning, recruitment, retention, formal HR processes
- Experienced in strategic and business planning
- Experience of managing significant change
- Experience of working within budgets, managing residents' money, and financial monitoring.
- Experience of reviewing and developing policies and procedures
- An effective communicator with an influential style and good advocacy and negotiation skills
- Strong partnership skills, able to build and maintain excellent internal and external relationships
- Effectively uses excellent organisation, work-planning and, prioritization skills when under pressure, maintaining focus when working in a distracting environment.
- Patient, level headed, caring, kind. Able to respond professionally, calmly and quickly in a crisis
- Effective and efficient rota design and management
- Lead and improve sensitive, creative, personalized support planning and delivery.
- Experience of innovating, collaborating, and taking opportunities to progress the organisation.
- Working practice that incorporates equality, diversity and inclusion principles at all times
- Able and willing to work on the floor covering shifts as required.
- Able to work within the vision, mission, values, policies and practices of the organisation
- Ability to use Microsoft Office and bespoke organisational IT systems
- You must also be a car owner with a full driving license willing and able to insure and use it for business purposes.

### Desirable

- Understanding of welfare and benefits system
- Strong commercial acumen and strategic mind - know how to make a positive difference within a heavily regulated sector
- Marketing and communication skills

To apply, please submit your application form to [enquiries@thomas-more.org.uk](mailto:enquiries@thomas-more.org.uk) by 24<sup>th</sup> February 2019.

Interviews anticipated to commence week starting 4<sup>th</sup> March 2019