

Human Resource Quality Manual 3	Issue Date: 17 <sup>th</sup> November 2011
Doc Code TCF/HR/F020	Issue 1



## JOB DESCRIPTION

<b>Title of Post:</b> Registered Manager	<b>Location:</b> Supported Living Services – West Belfast
<b>Accountable to:</b> -Head of Living Options	
<b>Purpose of the Job:</b> The Registered Manager must be registered with the regulatory body and be accountable for the service. The Registered Manager is responsible for developing and ensuring all personalised care / support plans meet individual needs in accordance with standards as defined in the Cedar's quality management system, the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the DHSS&PS Domiciliary Care Agency Minimum Standards. They must maintain continuity of care and manage all resources required to run the services	
<b>Salary:</b> 3 point incremental scale starting on £34,538 per annum	<b>Hours of Work:</b> Full time – 37 hours per week
<b>Closing Date:</b> Friday 28 <sup>th</sup> April 2017 at 4pm	<b>Length of Contract:</b> Permanent

### **Key Duties & Responsibilities:**

#### **Customer**

- Contribute to the process of assessment of referrals as and when required. This will require you to meet and work with new referrals in their current home that may be a hospital environment.
- Coordinate admissions of individuals to the service.
- Ensure awareness and implementation of appropriate application of The Human Rights Act.
- Take responsibility for coordinating risk assessments, ensuring that they are reviewed and updated.
- Ensure all relevant care/ support plans are in place, accurate, up to date and adhered to by the staff team.
- Manage high standards of personalised support and care for individual service users within their home.
- Ensure compliance with contract specification and regulatory requirements
- Maintain effective relationships with the wider statutory and voluntary sector at both a formal and informal level
- Work closely with allied professionals.
- Oversee and ensure that all staff effectively manage behaviour that challenges, enabling individuals to develop.
- Take the lead during emergency situations, assist, and relieve staff as required. Conduct investigation as to why incident occurred and provide reports or attend de-brief with line management. Ensure compliance with Cedar quality management system and RQIA with regard to reporting of such incidents.
- Ensure the instigation of physical intervention must only come from trained MAPA staff in accordance with Cedar policies and procedures, MAPA principles and DHSS&PS and regulations and as identified in individuals' Best Interest Pathways.
- Monitor and ensure that all financial transactions are recorded and administered in accordance with Cedar quality management system and the individual's requirements

## **Internal Processes**

- Ensure all services are subject to regular audit and implement required corrective action to ensure quality objectives are met
- Complete monthly audits of adverse incidents and behaviour monitoring and identify trends.
- Ensure all staff are fully aware of their Positive Behaviour Support and MAPA responsibilities
- Ensure the reporting on interventions, including MAPA use is completed monthly in reports, recording the incidents in full.
- Ensure compliance with the Cedar Foundation's ISO quality management system.
- Ensure systematic monitoring of all health and safety issues, to include risk assessment and reporting on complaints and adverse incidents.
- Establish benchmarking activity to enable comparative analysis and identification of potential areas for improvement
- Track and manage sick leave

## **Financial**

- Work with line manager to establish service budget and report against expenditure.
- Ensure that the service operates to agreed budgets.
- Produce weekly statistics by deadline
- Ensure adherence to Cedar procedure and guidance on managing service user finances
- Produce and manage staff rota's in line with user needs and service resources
- Check timesheets and submit relevant statistics by deadline
- Complete absence records for payroll

## **Organisational Learning & Growth**

- Work with the Head of Service to ensure that appropriately qualified and experienced staff are recruited in accordance with Cedar quality management system and standards set by the Regulatory Body (RQIA)
- Work with the Head of Service to ensure that staffing meets the standards and levels as set out in the Statement of Purpose of the service.
- Provide leadership to the team acting as a positive role model at all times.
- Ensure that all staff complete a full induction in accordance with the Cedar quality management system and standards set by the Regulatory Body.
- Effectively apply the probation process and contribute to decisions regarding ongoing employment of staff.
- Provide regular supervision and appraisal of staff performance in respect of the deputy manager, team leaders and support workers ensuring that adequate precautions are taken to maintain the safety and wellbeing of both service users and staff.
- Develop and maintain effective communication systems within the service.
- Conduct regular team meetings in line with Cedar quality management system and standards set by the Regulatory Body.
- Ensure and/or undertake verbal debriefs with staff as required and necessary and ensure relevant reports are completed.
- Identify training needs and contribute to the training and development of staff.
- Delegate responsibilities based on the competence of staff and needs of the service.

**General**

- Work with senior management to establish the service and ensure it meets the specification and standards required by all stakeholders.
- Work to and exhibit the Cedar vision, mission and values.
- Ensure that all actions are in the interests of both the people receiving services and Cedar
- Maintain confidentiality.
- Adhere to the Codes of Practice associated with professional bodies (e.g. NISCC, NMC etc.) and Cedar staff handbook.
- At all times work within current legislation.
- Enter actively into supervision and appraisal.
- Attend training on a regular basis to ensure that all mandatory and personal training and development needs are met in line with company requirements.
- Work closely with other members of the team for the ultimate benefit of the people receiving services.
- Participate in the Cedar Foundation On-Call Management Service

**This job description is not exhaustive and there may be times you will be required to undertake other duties in order to meet the needs of the service.**

**Person Specification:**

***ESSENTIAL CRITERIA** – all applicants **MUST** be able to demonstrate either at short-listing or at interview all essential criteria listed below. Applicants should therefore make it clear on their application form whether or not they meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.*

**The following are essential criteria which will be measured at short listing stage:**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>Evidenced By:</b>
<b>Education/Training/Qualifications</b>	<p><i>Applicants must have the appropriate combination of qualification, registration and experience to be a registered Manager of a Domiciliary Care Service as set out below:</i></p> <p>A professional social work qualification and registered on the appropriate part of the Northern Ireland Social Care Council (NISCC) register, without condition; OR</p> <p>A first level registered nurse on the appropriate part of the Nursing and Midwifery Council register; OR</p> <p>An allied health professional registered with the Health</p>	<p>RNLD/RMN/social worker</p> <p>Management Qualification</p> <p>QCF level 5 Diploma in Leadership for Health and Social Care Services (Adults' Management)</p> <p>Working Knowledge of Positive Behaviour Support.</p> <p>Physical intervention training (MAPA or equivalent)</p>	Application form

	<p>Professions Council. And</p> <p>A minimum of four years' work experience in any health or social care setting with people who have significant needs. At least two years' of this experience must be in a relevant operational management capacity in a health and social care setting. OR</p> <p>A Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Management) Wales and Northern Ireland and be eligible for registration on appointment,  (Completion by September 2017)</p> <p>And</p> <p>A minimum of five years' practice experience in any health and social care setting as above</p>		
<b>Experience</b>	<p>Experience of managing a group living facility for people who have learning disabilities and significant associated needs.</p> <p>Applicants must also be able to demonstrate knowledge of and expertise in:</p> <ul style="list-style-type: none"> <li>• People Management &amp; Development</li> <li>• Resource &amp; Budget Management</li> <li>• Legislative &amp; Policy Context in which Living Options operate</li> </ul>	Working Knowledge of Positive Behaviour Support	<p>Application from</p> <p>Application form</p>
<b>Specialist Knowledge &amp; Skills</b>	<p>The ability to lead and work as part of a team.</p> <p>Good organisational skills</p> <p>Good communication &amp; interpersonal skills</p> <p>Proficiency in using standard office IT applications such as Word, Excel and Outlook.</p>	Solutions focused	<p>Application form</p> <p>Application form</p> <p>Application form</p> <p>Application form</p>
<b>Circumstances</b>	Hold a full current driving licence valid for use in UK and Ireland and		Valid diver licence, business insurance & MOT cert as

	<p>have access to a car on appointment</p> <p><i>This criterion will be waived in the case of a suitable application who has a disability which prohibits them from driving but who is able to organise suitable alternative arrangements in order to meet the requirements of the post</i></p>		relevant
--	---	--	----------

**The following are essential criteria which will be measured at interview stage:**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>Evidenced By:</b>
<b>Specialist Knowledge &amp; Skills</b>	<p>Good knowledge of the relevant Regulatory Body regulations.</p> <p>Effective communication skills to meet the needs of the post in full</p> <p>The ability to sustain effective working relationships across agencies</p> <p>Effective Leadership skills</p> <p>The ability to motivate and support staff</p> <p>Ability to undertake thorough risk assessments and identify risk</p> <p>Demonstrate necessary skills to manage high risk behaviour.</p> <p>Demonstrate the knowledge, skills and confidence to prevent, decelerate and de-escalate crisis situations.</p> <p>Knowledge of barriers faced by people who have disabilities in accessing mainstream services</p> <p>A demonstrable knowledge of safeguarding, disability and equality issues</p> <p>Build rapport and relate well to</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>

	<p>motivate staff</p> <p>Ability to use initiative and prioritise workload</p> <p>Demonstrate a flexible approach to meeting the objectives of the job</p> <p>Willingness to attend Physical Intervention training</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p>
<b>Other Requirements post job offer</b>	<p>Valid work permit</p> <p>Access NI check</p> <p>Able to fulfil the Occupational Health requirements for the post which includes being physically and mentally fit for the purposes of the work.</p> <p>Be able to provide emergency cover in service if required</p> <p>Job References</p>		<p>Work permit</p> <p>Valid documentation</p> <p>Occupational Health questionnaire</p> <p>Interview</p> <p>2 satisfactory references</p>

### Benefits

- Starting on 23 days annual leave plus Cedar recognises 12 statutory days
- Annual incremental pay increases on a 3 point salary scale
- Organisation Pension available on completion of probationary period with Standard Life Group (Cedar contribution 4%, employee 4%)
- Occupational sick Pay Scheme, increases with length of service
- Investor in People Champion with commitment to development of the staff team through training and learning opportunities
- Staff recognition & reward incentives aligned to high standards of performance

**COMPLETED APPLICATION FORMS SHOULD BE FORWARDED TO:  
MONITORING OFFICER  
THE CEDAR FOUNDATION  
Malcolm Sinclair House  
31 Ulsterville Avenue  
BELFAST BT9 7AS**

This Job Description is a general outline of the post as it is currently perceived by Cedar Foundation. It is not intended to be restrictive or definitive.

Each member of staff will have an individual work plan agreed with them following appointment to the post, which is aligned to the organisation's strategic plan.

The responsibilities of the post may change in line with continuous improvements as Cedar aims to meet its vision and best respond to the needs of people accessing our services.

**THE CEDAR FOUNDATION IS AN EQUAL OPPORTUNITIES EMPLOYER**