

JOB DESCRIPTION

Job title	REGISTERED CARE MANAGER
Department	Operations & Development (O&D)
Location	Service-based, with occasional travel across the region
Work Relationships	1. Reports to the Head of O&D for the region 2. Member of the O&D Management Team 3. Manages Support Workers and Care and Support Team Leaders 4. Liaison with peer Managers and Head Office Teams.
JOB PURPOSE	
1. As a member of the O&D Management Team, to provide leadership and to manage and develop Walsingham Support's residential care services. 2. To manage the development strategy under the direction of the Head of O&D and Director O&D 3. To carry out all aspects of the role in a satisfactory manner and within the guidance of the Walsingham Support's vision, mission, ethos and values	
RESPONSIBILITIES	
<u>Leadership and Management</u> 1. Responsibility within your service to ensure that all care & support is offered in a person-centred manner and the people supported are at the heart of all choices and decisions made. 2. To be the Care Quality Commission (CQC) Registered Manager for a residential care service, or a number of residential care services in a local area. 3. To provide leadership and direction to Support Workers and Care and Support Team Leaders within residential care services, supporting teams to achieve performance targets and ensuring that services are provided to the highest possible standard and are consistent with the principles and values of personalisation and independence. 4. To support the professional development of Care Team Leaders and the wider team in residential care services through mentoring and coaching. 5. To ensure that all necessary staff training is up to date at all times. 6. To ensure expected Quality and Compliance standards are met, and where possible exceeded, for all services. 7. To maintain detailed, accurate, person-centred and outcomes-focused care and support plans, in addition to all other care, support and health records as required. 8. Within the framework of Walsingham Support's policies and procedures, be responsible for the day-to-day operational management of a residential care service, or a number of residential care services in a local area. Ensuring that Care and Support Team Leaders and support workers are equipped with appropriate resources, advice, and knowledge to follow best practice, as well as meeting all legislative and contractual standards. 9. To be responsible for the sound financial management of residential care services, ensuring that budgets are set and understood, and that management accounts are regularly reviewed, that all costs are managed within the agreed budgetary framework, and that any variances are investigated and reported upon to senior management. 10. To ensure that budgeted occupancy levels are achieved for your service(s). 11. Manage Walsingham Support's relationships with key external agencies such as health, social care and housing related support commissioners, regulators and landlords. 12. Maintain awareness and knowledge of good practice in service delivery and provide suitable interpretation to directors, managers and staff. 13. Contribute to the evaluation and development of operational strategy and performance in cooperation with the region's Locality Management Team. 14. Execute the responsibilities as a member of the region's operational management team according to good management practice and ethical standards. 15. Ensure services are staffed to agreed levels with appropriately skilled and motivated staff, ensuring safe recruitment procedures are maintained. 16. Ensure staff support, supervision, appraisal and development systems are in place and working to agreed corporate policies. 17. Establish and maintain effective communication with families, professionals and other local networks and partnerships. 18. Establish and maintain appropriate systems for measuring necessary aspects of service performance, participation and involvement, quality assurance and risk. 19. Monitor, measure and report on operational issues and achievements within agreed formats and timescales.	

GENERAL

Additional to the above, the post-holder can be expected to:

1. This role expects a high degree of flexibility, autonomy, initiative and responsibility from the post holder and will involve working during unsocial hours, to include evenings, weekends and in some cases overnight (either waking or sleep-in). In some services you may also participate in an on-call rota providing out-of-hours telephone advice.
2. Be able to travel independently on an occasional basis within the UK.
3. Take responsibility for their job description; taking an active part in the setting of personal development objectives; in determining their development needs and agreeing programmes to meet those needs.
4. Actively follow and contribute to the development of Walsingham Support's policies and procedures and guidelines.
5. Attend staff meetings and training as required.
6. Carry out any other duties that are within the scope, spirit and purpose of the job, its title and are requested by the post holder's line manager.

This job description reflects the present requirements of the post and forms part of Walsingham Support's recruitment package, along with a person specification, terms & conditions of employment, information about Walsingham Support and other particulars. Once a person has been recruited, these documents collectively form the post holder's contract of employment and, with their annual objectives, the means by which supervision, appraisal and support will be provided. In the light of regular appraisal discussions, the job description may be reviewed and subject to amendment in consultation with the post holder.