

Job Description & Person Specification

Job Title	Registered Manager
Division/Location	NorseCare
Reporting to	Regional Director
Weekly Hours	37 (including weekends)
Grade/Salary	Competitive

Job Description
The Role:
<p>Developing and maintaining a warm, caring environment geared to meeting individual needs and providing the opportunity for maximum independence, having regard to the dignity and rights of individuals to privacy, freedom of choice and opportunity for personal expression</p> <p>Defining and implementing the schemes strategic development plan, ensuring all staff engage in the development of the services and have a shared aspiration to achieve outstanding</p> <p>Providing effective leadership within NorseCare policy and procedures to ensure the best use of the resources available to meet the needs of residents, tenants and other clients using the establishment</p>
Main Responsibilities:
<ul style="list-style-type: none"> • Ensuring the physical, emotional and social wellbeing of residents or tenants, including meaningful interactions and activities by care staff • Providing each resident or tenant with a person-centred care plan ensuring each care plan is implemented and reviewed satisfactorily • Recruiting and appointing staff as appropriate within establishment-agreed staffing resource levels in consultation with the Regional Director • Ensuring effective staff management and undertaking planned appraisal/supervision of staff including, induction, probation and disciplinary procedures to ensure good performance and conduct, and to identify training needs so that standards of service and quality are understood and delivered • Developing good communications and working relationships within the Home or Scheme and to establish regular staff meetings • Ensuring the health and general welfare of residents or tenants and, where necessary, ensure timely medical interventions take place where necessary; to ensure the safe management of drugs and medicines is operated through an effective control system • Compliancy with the Health and Social Care Act 2008 (Regulated Activities) Regulation 2010 over which the Manager has control • Complying with the essential standards of quality and safety in accordance with the Health and Social Care Act 2008 (Regulated Activities) Regulation 2010 and to maintain the Home or Scheme to CQC compliance as the Registered Manager • Preparing action plans and notifications in consultation with appropriate staff, in respect of recommendations/requirements from the Care Quality Commission • Controlling and reporting on expenditure within the limits of the budgets devolved to the Home or Scheme ensuring all financial transactions are carried out in accordance with NorseCare procedures • Ensuring compliance with NorseCare administrative procedures in the handling and safe-keeping of all money and valuables • Ensuring teams are proactive with staff related documentation such as time-sheets, sickness returns,

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- training, roster management and annual leave records, all within required standards and deadlines
- Developing and maintaining effective working relationships with other professional agencies and to contribute to the development of service policy and procedures
 - Developing opportunities for improving the standard of care, by encouraging interest and support to the Home or Scheme, by the involvement of relatives, friends and the local community
 - Supporting staff team, when necessary, with care tasks
 - Ensuring that the requirements of the Health and Safety at Work Act, including fire procedures, risk assessments, moving and handling, infection control and premises management, are met
 - Ensuring all complaints are handled according to NorseCare complaints procedure and are escalated as appropriate to the Regional Director
 - Ensuring all incidents requiring safeguarding referrals are dealt with in accordance with the NorseCare procedures
 - Ensuring that services are provided in accordance with the NorseCare standards and objectives of Quality Assurance
 - To promote and market the home with other professionals, agencies and the public in the wider community to ensure the home operates at capacity in both public and private funded rooms/flats
 - To operate within procedures and meet set targets in terms of staff management, absence management, agency use, occupancy and performance
 - To ensure compliance with, and the implementation of, the Norsecare dementia strategy
 - Performing such other appropriate duties as may, from time to time, be required

Other Duties

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager, including:

- Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required.
- Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards.
- Demonstrating personal commitment to the Norse Way CSR Strategy.

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Level 5 Diploma in Leadership for Health and Social Care (Adults)	Essential	AF
	Registered Manager's Award or the Level 4 NVQ in Health and Social Care (or equivalent)	Essential	AF
	Previous experience working as a Deputy Manager or Registered Manager in a Social Care environment	Essential	AF

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Experience	Proven track record of achieving 'good' or 'outstanding' results within the care home sector	Essential	AF/I
	Proven track record in delivering excellent person-centred care	Essential	AF/I
	Previous experience in assessment of residents' needs	Essential	AF/I
	Experience in the recruitment and selection of staff	Essential	AF/I
	Managing meetings including tenants/residents and families' meetings	Essential	AF/I
	Proven track record in managing budgets and financial control	Desirable	AF/I
Skills/Abilities	Clear communication skills	Essential	AF/I
	Able to lead and motivate staff	Essential	AF/I
	Change management skills	Essential	AF/I
	Excellent ability to deliver high standard of Care	Essential	AF/I
	Good IT skills including Microsoft Word, PowerPoint and Excel	Essential	AF/I
	Ability to ensure proper administration, storage, control and auditing of medication	Essential	AF/I
	Negotiating, communicating and networking with other professional and agencies and in the wider community	Essential	AF/I
	Supervision, appraisal and coaching of staff	Essential	AF/I
	Organisational skills, with excellent ability to work within set timeframes	Essential	AF/I
Marketing and presentation skills	Desirable	AF/I	
Other Requirements	Prepared to work unsociable hours including evening, weekends, bank holidays and some night shifts as required	Essential	AF/I
	Full UK Driving Licence to meet travel requirements of the role	Desirable	I

General

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Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.

The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:



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