

## Job Description

Job title	Registered Manager – Short Breaks & Supported Living
Directorate	PEOPLE : Children and Adults
Division	Adult Social Care
Range	MPR 7
Reports to	Operations Manager – Provider Services

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### Main purpose of the job:

The primary responsibility of this role is to ensure that the Provider Services meet all registration conditions by achieving full compliance with relevant legislation, including the Health & Social Care Act 2012 and the Care Act 2014. This involves adhering to government guidance, regulations, and standards, as well as the policies and procedures specific to the services. It is crucial to ensure that these requirements are thoroughly understood and consistently followed by the management team and all staff members.

In overseeing the smooth operation of the Short Breaks service and the Flight Supported Living services, you will supervise and support the team in fostering a culture where the needs and preferences of vulnerable adults are at the forefront of all decision-making processes. This includes actively encouraging the expression of their views and ensuring that their wishes and feelings are respected and taken into account in all aspects of their care.

You will model and promote a therapeutic approach to working with individuals, which is both trauma-informed and relationship-based. This approach emphasizes understanding the impact of trauma on individuals and building strong, supportive relationships to aid in their recovery and well-being.

Additionally, you will be responsible for establishing and maintaining effective relationships within the Local Authority and with external stakeholders and partners. This includes working closely with the Care Quality Commission (CQC) as the regulator of the services, ensuring that all regulatory requirements are met and that the highest standards of care are maintained.

## Accountabilities and outcomes:

Manage the provision to the highest professional standards, actively promoting the service ethos and ensuring the services it provides is understood, well known and respected.

Provide overall leadership to the staff team, modelling high standards of professionalism and ensuring all staff are adequately trained to carry out their duties safely and effectively, and that they receive appropriate guidance and supervision.

Maintain effective communication across the service, ensuring relevant information and best practice is shared in a timely manner.

To have an oversight of the delivery of high-quality care delivered within the provision, which meets the inspection criteria as set out in the regulatory framework.

Manage the budget for the provision within the agreed limits ensuring resources are used efficiently and any remedial action is taken where necessary to avoid overspend.

To promote good relationships with the local community and, where appropriate, take remedial action to resolve difficulties. To maintain and develop effective working relationships with other professionals within the Authority and promote inter-agency collaborative working with other services to provide an integrated and follow through response to people's needs.

To ensure that medication procedures are in place, understood and complied with by all staff, ensuring relevant risk assessments are maintained and that Care Quality Commission regulations are complied with.

Initiate and develop processes for reviewing monitoring, auditing and quality assurance interventions within the provision in order to ensure they are compliant with regulatory requirements.

Identify and deliver areas of improvement and expansion of services, developing innovative ways of involving those that use the provision in the running of the services and encouraging the residents to express their wishes, views, ideas, and suggestions.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

## Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity,

fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

### Accountabilities to the Adults we work with:

- Be a good listener.
- Be non-judgemental.
- Be contactable.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious and professionally curious for Adults with care and support needs and promote others to share the same drive.

### Organisation:

This role reports to the Operations Manager – Provider Services.

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

FIXED - The post holder will be permanently based at 36a Birling Avenue or, as required, across the Flight Supported Living services. Although they may be expected to work at any other location across Medway.

To participate in occasional evenings and weekends and to participate in the on-call system.

**This post is exempt under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be subject to an Enhanced Disclosure application to the Disclosure and Barring service (DBS)**

## Person Specification

All criteria at level A are considered essential unless stated otherwise.

### Qualifications

#### Level A

- Willingness to undertake and complete Level 5 Diploma in Leadership and Management Health and Social Care Adults or equivalent within 18 months.
- Registered with CQC as the Registered Manager and ability to fulfil and meet the obligations set out in CQC quality standards.
- NVQ Level 3 / Level 3 Diploma in Supporting Adults or equivalent qualification
- Education to GCSE or equivalent in English and Maths (level 5 or above)

#### Level B (in addition to A)

- Level 5 Diploma in Leadership and Management or equivalent as recognised by Care Quality Commission
- Completion of Medway Manager programme

#### Level C (in addition to A and B)

- Evidence of ongoing professional development.

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### Knowledge

#### Level A

- Comprehensive understanding and knowledge of the CQC Single Assessment Framework, Quality Standards and what is required to meet or exceed the requirements.
- Comprehensive knowledge and understanding of Autistic Spectrum Disorders and displayed behaviours, learning disabilities and complex health needs, e.g. mental health, diabetes, PEG feeding, epilepsy, asthma.
- A good understanding of the standards required for the monitoring, safe storage and administration of medication.
- Assessor trained in medication.
- Developed knowledge of assessment and care planning to meet the identified needs.

#### Level B (in addition to A)

- Comprehensive knowledge and understanding of the issues facing adults with disabilities.
- Comprehensive knowledge of safeguarding policies and procedures, including understanding reporting process and signs and symptoms of abuse.
- An understanding of the Council's complaints procedure.
- Comprehensive knowledge of the medication procedures.
- An understanding of Medway Council's financial procedures and regulations.

- Up to date knowledge and understanding of changes to legislation and practices across the sector.
- A good understanding of quality assurance processes and systems.
- A good understanding of the responsibilities of the Responsible Individual.

A good working knowledge of Health and Safety provisions and the processes for managing risk.

#### Level C (in addition to A and B)

- Detailed understanding of the relevant legislation in particular the Care Act and Single Assessment Framework.
- Detailed knowledge and understanding of the range of organisations and individuals working with adults, their roles and responsibilities, and how to effectively work with them.

## Experience

### Level A

- Substantial experience of direct working with adults, young people with disabilities and their families
- Substantial level of managerial experience within an Adult Social Care setting.
- Experienced in managing adequate staff levels, shift management and working time regulations.
- Demonstrable experience and understanding of trauma informed care.
- Experienced in developing partnership working with other professionals, liaising with other service providers and outside partner agencies.
- Experience of effective financial management and forecasting within a limited budget and of contributing to wider financial decisions impacting on the service.
- Demonstrable experience of reviewing incidents.
- Experience in leading multi agency meetings.
- Experience in undertaking recruitment and selection using safer recruitment guidance.

### Level B (in addition to A)

- Experienced in contributing to quality assurance processes.
- Significant experience of dealing with a diverse range of complex situations while prioritising the well-being of adults.
- Demonstrable experience in responding to complaints and FOI requests in a timely manner.
- Experience of working within internal policies and procedures and statutory responsibilities.

### Level C (in addition to A and B)

- Experience of managing care planning practice in Adult Social Care.
- Experience of supporting RI in managing CQC inspections.
- Experienced in providing advice and guidance on established internal policy and/or external regulations/legislation.
- Experienced in reviewing and contributing to the development of policies and supporting procedures

## Skills

### Level A

- Proficient in the use of Microsoft Word, Excel, Teams and Outlook and willingness to learn other council packages as required.
- Full, clean driving licence for use in the UK.
- Ability to lead, motivate and encourage other employees providing direction, monitoring progress and empowering employees to achieve objectives.
- Able to deal effectively with emergency situations.
- Can analyse and interpret complex information and situations.
- Uses highly developed communication skills to present complex / sensitive information in an understandable way, to a range of audiences with an awareness of alternative forms of communications for people with disabilities.
- Works independently within defined procedures, and can work outside of procedures, making decisions without referring to manager where necessary.
- Ability to develop positive relationships with families, team members and other relevant professionals.
- Ability to actively participate in meetings relevant to the service.
- Ability to undertake a range of written and numerical tasks, e.g. accurately recording information, writing reports, compiling risk assessments, incident and accident reporting.
- Ability to appreciate and respond to the diverse, ethnic, cultural, and spiritual needs of the clients.

### Level B (in addition to A)

- Able to demonstrate good leadership and decision-making skills, including supervision.
- Promote within the service knowledge and understanding of issues for adults with disabilities and their families.
- Able to maintain professional boundaries and to ensure staff do likewise.
- Able to demonstrate resilience in challenging situations.
- Ability to effectively manage budgets and resources.
- Ability to develop solution and plans for the medium term, adopting an imaginative and innovative approach.
- Appropriately manage challenging behaviour, in accordance with ethos and training.

### Level C (in addition to A and B)

- Ability to demonstrate commitment to improving outcomes for people using the Short Breaks and Supported Living Services.
- Ability to plan and implement long term strategies for the service.