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| Service and job specific context statement | |
| **Directorate:** | Health and Adult Services |
| **Service:** | Care & Support |
| **Post title:** | Registered Manager (Provider or Reablement) |
| **Grade:** | K |
| **Responsible to:** | Service Manager |
| **Staff managed:** | Manage operational frontline staff |
| **Date of issue:** | April 2016 |
| **Job family:** | **C&S - Care & Support** |

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| Job context |
| As a Registered Manager, you will work in either of the services described below:   |  |  | | --- | --- | | **Provider Service** | **Independence, Reablement & Recovery Service** | | You will directly report to a Service Manager. You will be responsible for ensuring that the direct care and support provided by North Yorkshire County Council (NYCC) within a person’s own home is safe, effective, responsive, caring and well led.  You will lead and manage a range of senior care and support staff and staff who provide personal care within people’s own homes in the community or in extra care settings and will ensure that the service complies with both the Care Quality Commission regulated activities as well ensure that the service work within NYCC policies and procedures. These services may include:   * Older people’s day services, respite or residential services. * Domiciliary care services provided in the person own home based within a local community or within an extra care scheme. * LD respite or day services.   Managers require registration with Care Quality Commission (CQC) and will need to undertake a successful interview process to achieve registration as a “fit and proper” person to manage a registered service.  You will be required to work evenings and weekends as part of a 7 day service.  Enhanced DBS clearance is required. This role involves spoken communications so a confident use of English language is required. | You will report directly to a Service Manager and will lead and manage a range of Senior Care and Support staff and also Care & Support Workers who provide direct reablement\* and care and support services within the Independence, Reablement and Recovery service. There are two distinct parts to this service, an assessment function and a delivery function. You will oversee the delivery element of this reablement service.  \*Reablement is about working with adults with care & support needs and/or carers to regain skills and confidence in particular tasks or activities of daily living.  This service will operate as an ‘intake’ team into adult social care and will offer time limited interventions with the aim of maximising a person’s independence and recovery. We see the majority of Adult Social Care assessment to be completed within this service, and only those with on-going social care need will transfer to Planned care and Support through a coordinated review.  The reablement delivery offer within this service is a period up to 6 weeks.  Managers require registration with CQC and will need to undertake a successful interview process to achieve registration as a “fit and proper” person to manage a registered service.  You will be required to work evenings and weekends as part of a 7 day service.  Enhanced DBS clearance is required. This role involves spoken communications so a confident use of English language is required. | |
| Job specifics |
| * Ensure that resources are used in a planned way in order to maintain an efficient and cost effective service which takes full account of both changing needs and resource availability. * Contribute to and implement an annual Service Performance Plan. Ensure quality outcomes for individuals within the promoting a person’s wellbeing, independence and healthy outcomes. * In conjunction with the line manager, contribute to the improvement and modernisation of business processes consistent with the Council and Directorate standards and procedures * Ensure that the service complies with both the Care Quality Commission regulated activities and ensure that the service works within NYCC policies and procedures. * Contribute to the development and maintenance of multi-disciplinary partnerships with other organisations, including health providers, Clinical commissioning groups and other commissioners exploring and negotiating on behalf of NYCC on mixed models of service delivery within a specified service(s) * You will undertake and monitor and sign off the induction of new starters supporting their completion of the skills for Care Induction. * Ensure care staff work in accordance with individual care and service plans. * Agree and organise services for new/transferring people. * Ensure clear arrangements are in place regarding the provision of unscheduled care to residents in emergency situations. * Ensure effective communication with individuals using the service, families, carers and others involved in caring for residents. * Ensure Senior Care & Support Workers plan and implement rotas for staff cover, organise and ensure adequate staffing cover, authorisation of timesheets and other payments. * Recruitment Selection and Induction of staff. * Ensure risk assessments are carried out and that staff work within the Risk Management framework. Responsibility for the health and safety and welfare of all staff in your area of responsibility. * Monitor sickness absence across your area of responsibility. With appropriate guidance from Human Resources take a lead role in proactively dealing with any formal issues arising from sickness absence, disciplinary, performance, grievances etc. * Appraise the line manager of matters arising which are particularly sensitive in nature or are controversial. * Deal with any complaints assigned. * Deputise for line manager as appropriate * Contribute to the analysis of community needs and commissioning plans. |
| Career progression |
| Possible future career options for experienced Registered Managers, when vacancies arise, could be to broaden their experience further by working as a Registered Manager in another part of the service, undertake professional Social Work qualification to work within one of the assessment teams. |

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| Structure |
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| **INDEPENDENCE, REABLEMENT & RECOVERY STRUCTURE**  Independence  Team Managers Band 14  Social Worker/  Assessors  Band 11-Band 12  Occupational Therapists  Band 11-Band 12 | Locality Head of  Care & Support  SM2    Service Managers Band 16      Planned Care & Support Team Managers  Band 14  Registered Managers Reablement Band 12  Social Worker/  Assessors  Band 11-Band 12  Team Leaders  Band 9  Social Care Coordinators  Band 10  Care & Support Workers - Reablement  Band 5  Independence Coordinators  Band 7 |

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| **PROVIDER SERVICE STRUCTURE:** | Head of Provider Services SM2    Service Manager Band 16 x 3  Supported Employment Manager Band 12 x 2  Service Manager Extracare Band 16 x 1      Registered Managers Band 12 x 24  Elderly Person’s Homes – across North Yorkshire  LD day services  LD respite services  County  Supported Employment Officers Band 9 x 12  Registered Managers Band 12 x 7  Senior Care & Support Worker  Band 9 x 36  Care & Support Workers Band 4 |

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| Job purpose | Responsible for ensuring that the direct care and support provided by specified North Yorkshire County Council (NYCC) provider service and reablement is safe, effective, responsive, caring, well led and complies with both the Care Quality Commission regulated activities and NYCC policies and procedures. |
| Operational management | * Be an authoritative source of information advice and guidance, both for adults with care and support needs, carers and colleagues on services, policies and processes including complex queries. * Contribute to the continuous improvement of procedures and processes and identification of potential efficiencies. * Work collaboratively with colleagues in the Service to meet changes in demand. * Support operational managers with their requirements. * Deliver targets as set down in the service and team plans. * Provide advice and guidance to service users. * Resolve any service delivery issues within available resources. * Monitor and report on compliance with staff management policies and processes. |
| Communications | * Develop and maintain effective relationships with all adults with care and support needs and their carers, and wider family and friends. * Represent the service/organisation through positive contribution at meetings, hearings and other internal/external events. * Communicate effectively and in the appropriate format with both internal colleagues at all levels and with external organisations to achieve the right outcome for the Council. * Provide clear management including advice and guidance to the team in order to achieve service delivery. * Use persuasive and negotiating skills in order to achieve the right outcomes for the service. * As appropriate act as mentor or coach to other staff, leading on development activities for the service. |
| Partnership / corporate working | * Liaise with colleagues from a range of services across the Council and external organisations to implement new initiatives and change existing practices e.g. assessment staff, Health, District Council and Independent organisations. * Maintain effective working relationships with partners and other external stakeholders to ensure the quality of service delivery is maintained for the service. * Work in partnership with Health, Voluntary and Private Agencies, families and carers. |
| Resource management | * Manage and develop staff in the team ensuring they are clear about what is expected of them, and are kept informed about their performance, through appropriate supervision arrangements and appraisal. * Monitor and report of the performance of the service through the provision of management information. * Identify and inform line manager of skills needed to support new ways of working. * Promote a strong customer focus within the service and the organisation as a whole * Improve the performance of staff under line management and provide appropriate support and guidance. * Deploy and manage assigned budgets and take corrective action where appropriate in liaison with the line manager. |
| Systems and information | * Provide reports to various audiences that include statistical information on the service area as requested. |
| Strategic management | * Contribute and assist the line manager on specific strategic initiatives and projects, working with partners, customers and stakeholders as appropriate to achieve service aims. * Contribute to corporate objectives and transformation staffing issues as appropriate, working with managers to support service improvements, efficiencies and implement new processes. * In conjunction with other service colleagues identify and recommend appropriate action to senior management, and contribute to the development and implementation of guidance and action plans to enable and facilitate the delivery of key initiatives. |
| Safeguarding | * Be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns and responding to concerns as appropriate. |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * Knowledge of current legislation, regulations and guidance with respect to the area of specialism (see context statement). * Well-developed knowledge and understanding of Adult Social Care provision, adult safeguarding issues and procedures, and of the spectrum of conditions including Autism, MS, Dementia, etc. * In depth knowledge of current best practice in the adult social care. * Knowledge of principles and practices of effective people management, risk management and budget management. * Knowledge and good understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role. * Knowledge of statutory requirements, including requirements in respect of: carers and equality and anti-discrimination legislation; maintaining a safe working environment; and Data Protection and confidentiality. |  |
| Experience   * Demonstrable experience of managing adult social care in a local authority or major independent service organisation or equivalent. * Demonstrable managerial/supervisory experience and the ability to be responsible for the performance of a team of staff. * Experience of effectively managing competing demands for services * Demonstrable experience of managing change |  |
| Occupational Skills   * Able to make decisions within own area of responsibility. * Possession of effective leadership skills. * The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post. * Ability to manage a specific operational function to deliver strategic objectives. * Able to use a range of techniques to successfully persuade, influence and/or negotiate with others in a range of situations. * Able to identify possible causes of problems and implements solutions to minimise future occurrence. * Able to co-ordinate and monitor the use of financial information. * Budget management skills * Able to effectively identify workable solutions. * Able to effectively cope with conflicting and complex demands. * Able to communicate effectively in writing to produce documents in a range of formats and styles to suit a range of audiences. * Staff management skills including recruitment and selection, performance management and development. * Ability to manage quality and service performance standards * Partnership working skills * IT skills. | * Planning and Project Management skills. |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role   * An NVQ level 3 in Care/Promoting Independence or CQF Level 3 Diploma in Health & Social Care * The Level 5 Diploma in Leadership for Health and Social Care and Children and Young People’s Services OR commitment to achieve this qualification within 12 months. * Registered Manager Qualification or commitment to achieve Managers qualification within 12 months. Post holders require registration with Care Quality Commission (CQC) and will need to undertake a successful interview process to achieve registration as a “fit and proper” person to manage a registered service. | * A management qualification. * A professional social care or health qualification e.g. Social Work, OT, Nursing * Management or Business qualification to NVQ level 4, BTEC, HNC |
| Other Requirements   * Ability to travel around the County * Ability to attend business meetings outside of normal working hours. |  |
| Behaviours | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.