**Manor Support and Housing**

**Job/Role and Person Specification**

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| **JOB DESCRIPTION** |

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| **Job Title** | **REGISTERED MANAGER/MANAGER** |
| **Reporting to** | **Operations Manager** |
| **Job Location** | **Datchet, Slough, Windsor, Bracknell, Hounslow, Ealing** |

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| **Overall Purpose of the Job *(Outline the purpose of the job, what is the reason for the job, what must it achieve and how does it contribute to the success of the business?)*** |
| The aim of the Manor Support and Housing Ltd is to promote the values of independence, rights, choice and inclusion.  Working in partnership with CQC, CCG and Trustees and Management, lead on and manage a multidisciplinary team,  Person centred care and support and enablement services for people with learning disabilities, acquired brain injuries, autism, dementia etc.  This includes delivering specialist health support and facilitating access to primary care and mainstream services.  Deliver the services in a joint working arrangement and in close partnership with relevant Mental Health Trusts, CCG’s, CHC Teams  Set standards and processes, within the context of the service provision and principles of increasing user choice and control over the support they receive.  The priorities focus on meeting social care outcomes  Enhancing the quality of life for people with care and support needs  Ensuring that people have a positive experience of care and support  Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm  Undertake clinical audit and healthcare service monitoring and review as required by the commissioner and CQC.  Improved health and emotional well-being addressing health inequalities, ensuring access to health services, health promotion and appropriate care and support to manage long-term conditions.  Provide excellent leadership, direction and effective management of the team’s resources, and finances ensuring professional standards and best practice act as key drivers within a culture of continuous service improvement, value for money and safer practice.  Ensure continued focus on enablement and developing independence through self-directed support and achieving excellence in customer care and service delivery. |

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| **Key Working Relations *(List the internal and external roles that this post has key interaction with)*** |
| Client Groups including Service Users, Site Managers, Suppliers  Support Workers/Team Leaders/Behavioural Support Staff  Managing Director and Trustees  Head Office support functions (HR, Finance, Marketing, Care Commissioning)  Local Authority/Social Services, CCG and the Care Quality Commission (CQC) |

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| **Key Result Areas and Specific Duties:** |
| To effectively manage and supervise the Unit/Area staff team in accordance with MS&H policies and procedures.  Responsible for the initial communication and consultation with families, service users, professional bodies, local authorities and other external agencies as required.  To chair regular staff meetings and to regularly monitor quality in-service training and professional development opportunities for the team.  To maintain an overview and full knowledge of all budgetary matters in relation to the Unit/Area and take full responsibility for budget preparation and monitoring.  Lead the strategic development and success of new services, clients and projects including the marketing of new services, projects.  Lead the strategic development of the Unit/Area and contribute to shaping of the future service  To liaise with relevant MS&H support services – HR, Finance, Marketing, Trusts and Managers.  Provide updated statistics and service reports to the Trustees and Management as required including information for the Annual Report.  To lead on any safeguarding matters and to be responsible for all areas around Health and Safety, risk assessments and building matters related to the Centre.  Provide leadership to the team acting as a positive role model at all times.  Manage rotas on a daily basis.  **Operational Management**  Collate organisational data in agreement with Managers (time sheets, sickness/accident logs, quality assurance).  Responsible for assisting the Manager with budgets on a weekly basis  Attend regular meetings as directed by management.  Maintain overview of daily records, incident logs & shift planners.  Monitor all key worker records & support individual key workers to develop positive working relationships with clients.  Ensure maintenance of house environment is of a high standard (PAT testing, light bulbs, décor, and general repairs).  Keep the management team informed of accomplishments & ongoing issues, participate in achieving resolutions to identified issues.  Facilitate positive working relationships with client’s family & professional team.  To act in the best interests of the organisation & those for who it provides care.  Maintain quality & standards of the organisation in all areas of provision.  Maintain all areas of Health & Safety relevant to the service users, working environment & staff teams.  Monitor & support relevant First Aid awareness and training within the staff team. |
| **Core Competencies *(List competencies from Competency Framework usually a maximum of 5, focus on those that are specific to the job and are essential for is success)*** | |
| Adopt professional, moderate and respectful demeanour in language and working relationships  Are punctual and properly prepared for the working day  Adopt ambassadorial roles by attending promoting the Company in good light at every opportunity, and positively seeking opportunities to contribute to the Company’s reputation  Challenge inappropriate or unacceptable behaviours  Wear ID at all times  Wear appropriate dress – should be ‘smart casual’ as a minimum, appropriate to the setting  Are honest and trustworthy  Maintain confidentiality and comply with Data Protection legislation  Act with courage and integrity at all times  Keep promises and honour commitments, giving a reliable service  Are patient and even tempered  Ability to work with clients with learning disabilities and challenging behaviour  Calm and reflective in a crisis  Ability to lead and motivate others  Ability to model appropriate skills to others  Good inter-personal skills to work as part of a multi-disciplinary team and with other agencies, carers , family  Ability to work in isolation in stressful situations  Ability to adapt to changing situations and environments  Ability to demonstrate a range of domestic, leisure, recreational and social skills  Ability to motivate clients and other carers  Good verbal and written communication skills  Ability to problem solve  Ability to give and receive constructive advice  Ability to undertake all identified appropriate procedures in the care plan | |

**Person Specification**

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| **Knowledge *(What knowledge is required to enable the person to be successful in this role?)*** | | |
| **Essential:** | **Desirable:** |  |
| A good knowledge and understanding of the CQC Regulations and Requirements.  A working knowledge of the range of strategies and systems used to support service users  Excellent PC skills incl Microsoft Office, Outlook, Excel  Ability to prepare and present management information to meet service need. |  | |

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| **Personal Requirements *(What are the key personal attributes required for this role?)*** | |
| **Essential:** |
| The management skills to lead, motivate and support staff  The ability to work in cooperation with other colleagues and professionals  Excellent communication skills.  Sensitivity and respect for cultural diversity  Excellent interpersonal skills – including observation,  listening and empathy, sensitivity, tact and diplomacy  Excellent time management skills with ability to work in a pressurized environment.  Approachable and aware of self and others  To be able to understand the roles of other professionals and principles of partnership. |

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| **Other Requirements *(Are there any other requirements needed i.e., evidence of CPD, Manual handling, clinical contact with patients, equipment and machinery?)*** | | | | |
| **Essential:** | **Desirable:** | |  | |
| |  | | --- | | **As Required by CQC**  Skills and experience include working in a range of care and support settings with people who have a learning disability.  Should be able to demonstrate effective communication, including communicating with people who do not use the spoken word. Applicants and existing registered managers need to demonstrate that they understand how to develop arrangements that safeguard and protect people from abuse.  Show they can comply with the requirements of the regulations more generally in a learning disability setting, with people who may present a diverse range of psychological, communication, physical and cultural needs.  Applicants must be able to demonstrate their commitment to upholding the values of dignity, respect, equality and human rights in the delivery of care to people with learning disabilities. | |  | | | |
| **Qualifications and Special Training *(What is the level of education that is required to enable the person to be competent in this role?)*** | | | | | |
| **Essential:** | | **Desirable:** | |  | |
| **Level 5 NVQ in Leadership**  **Learning Disability and Autism training certification**  First Aid including CPR Certification  Food Hygiene Certification  Medication Awareness  SOVA, MCA and DoLS Certification.  Good Written and Verbal Communication skills  Infection Control  Documentation and Record Keeping | |  | | | |

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| **Other Requirements *(Are there any other requirements needed i.e., evidence of CPD, Manual handling, clinical contact with patients, equipment and machinery?)*** | | |
| **Essential:** | **Desirable:** |  |
| Agreement to apply for an Enhanced Disclosure from the Disclosure and Barring Service  Full clean driving licence  Ability and willingness to drive company vehicles  Commitment to CPD.  Flexibility in working (particularly unsocial hours, nights and weekends, sleeping-in duties)  Physically able to implement physical intervention strategies  Possession of a current driving license/ car driver essential |  | |

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| **Employee Signature:** | **Line Manager Signature:** |
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| **Date:** | **Date:** |
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