



## **Registered Manager**

**Reference: RM2019**

Dear applicant

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document.

When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

**Closing Date: Tuesday 24<sup>th</sup> September 2019**

Once you have submitted your application form allow *7 working days* after the closing date for a response.

Please return the application form by email to: [info@ccsel.org](mailto:info@ccsel.org) or by post to Recruitment, Crossroads Care South East London, 42 Pier Road, Erith, Kent DA8 1TA.

If you wish to have an informal discussion about this post please contact Darren Tobin, CEO via email: [d.tobin@ccsel.org](mailto:d.tobin@ccsel.org) or telephone 07540 992898.

We look forward to receiving a completed application from you.

Yours Faithfully

**Crossroads Care South East London**



**Crossroads Care South East London  
Job Description/Person Specification  
Registered Manager**

**Job title:** Registered Manager

**Location:** Crossroads Care South East London

**Areas of Operation:** The London Boroughs of Bexley, Greenwich, Lewisham & surrounding areas

**Responsible For:** Day to day operational services & compliance with relevant legislation

**Reports to:** Chief Executive

**Salary:** £32.5 k per annum (inclusive of OLW)

**Hours:** 36 hours per week, to be worked flexibly and may include some evenings and weekends, according to the needs of the business.

The post holder will be required to participate in an out-of-hours on-call rota which is shared with other staff. An additional allowance will be paid for undertaking on-call duties.

**Annual leave:** 25 days + 8 days public/bank holidays

**Pension:** CCSEL operates an auto-enrolment pension scheme with the People's Pension.

**Job Purpose**

As the Registered Manager you will be part of the senior management team that is integral to the success and continued growth of the organisation. You will be responsible for the operational day- to –day management of our services ensuring CCSEL's continued compliance with relevant legislation.

Working in partnership with colleagues you will ensure the provision of high quality services enabling individual needs and organisational priorities are met in accordance with available resources.

CCSEL is an ambitious forward thinking charitable organisation, and the successful applicant must be committed to developing and enhancing the services provided, with an ability to manage and optimise a number of services across locations, developing relationships with multiple external stakeholders.

A capacity to maintain focus on operational processes/ and efficiencies, while assisting the CEO on strategic direction and planning is critical.

## **Duties & Responsibilities**

### **Compliance**

1. Responsible as the Registered Manager for managing the delivery of Crossroads Care South East London's services across our operating areas.
2. To ensure our regulated services exceeds the requirements of the Health and Social Care Act (2008), Regulations 2010 and Care Quality Commission guidance on 'Essential Standards of Quality & Safety'.
3. To ensure the delivery of safe, personalised services to individuals through assessment and regular outcome focussed reviews of services.
4. To ensure compliance with CCSEL's development, training and supervision policies.

### **Service Delivery**

1. To ensure the delivery of all care/support services that promote independence, choice and dignity and empower people to live as independently as possible.
2. To ensure care/support services are structured in a way that provides flexibility, reliability and continuity.
3. To ensure all care/support services are accessible
4. To ensure the development and regular review of robust systems and procedures.
5. To ensure all services are appropriately resourced with the right number of suitably qualified skilled and experienced staff.
6. To ensure all referrals are responded to in a timely manner in line with contractual and organisation timescales.
7. To deliver services that ensure CCSEL'S duty of care to service users and staff providing the service.
8. To ensure good communication links with all stakeholders with regard to the provision of services including commissioners, users, their families, social work teams etc....
9. To ensure the office is resourced during office hours and ensure the provision of an effective out of hours on call service.
10. Day to day line management of the Care Co-ordinator, Allocations Admin & Administrative Assistant, ensuring all relevant training and supervisions are up to date and adhered to.
11. To ensure the office function for rostering and the provision of care is adequately resourced at all times.

## **Service Development**

1. Participate in the strategic development of the organisation and assist with the identification and development of strategies for the planning and delivery of quality services.
2. To grow and develop services through increasing delivered hours and maximising referral opportunities.
3. Assist with sourcing new income streams & development of key professional partnerships.
4. To manage services that will improve the efficiency and effectiveness of services.
5. Represent CCSEL within statutory and voluntary sector groups to ensure the needs of local carers are represented.
6. To motivate office colleagues and community based care staff with appropriate support to carry out their functions safely to meet all relevant standards.
7. To produce management reports and attend relevant SMT and Board meetings.
8. To monitor and ensure that the delivery and provision of services is are in accordance with relevant contracts or agreements, and report and under or over delivery of hours to interested parties and the finance manager, accurately, and in a timely manner,
9. Responsible for health and safety legislative requirements within the workplace and monitor on an on-going basis
10. Promote our services positively to all stakeholders with a view to further expand our services within our current structure.
11. Deputise in the absence of the Chief Executive.

## **Team Management & Leadership**

1. To manage a staff team involved in the management and direct provision of the services.
2. To ensure there is a co-ordinated and consistent approach to service provision that is cost effective and efficient making the best use of allocated resources.
3. To identify recruitment needs and develop plans to ensure the service is appropriately resourced with capacity for growth.
4. To be routinely involved in a range of HR/ staff management duties including:
  - Workforce Planning to agreed KPI's
  - Recruitment & Selection
  - Training
  - Supervision/Appraisal
  - Disciplinary/Capability procedures
  - Absence Management

5. To ensure that processes & procedures are in place to meet the various organisational and staff requirements with regard to HR issues
6. To ensure that staff are trained for their roles and responsibilities and that all groups of staff within the team have access to appropriate training and learning opportunities.
7. To arrange and attend regular service planning meetings with colleagues.
8. To manage and review systems to ensure healthy working practices and relevant information are disseminated to all staff relating to their health and safety responsibilities.
9. To ensure all staff are familiar and work in line with CCSEL policies and procedures.
10. To offer advice and guidance to all staff.

### **Quality Assurance**

1. To implement and maintain an effective quality assurance programme/audit to promote high quality, best practice and continuous improvement of services in line with CCSEL Quality Assurance Policies.
2. To deliver services effectively and have clear monitoring procedures and processes in place to ensure current regulation & standards are continually met.
3. To ensure safe practice in all activities relating to services by putting systems in place to guide, monitor and evaluate care/support services provided.
4. To complete all monitoring data required through internal and external stakeholders.
5. To evaluate & audit all services through regular review, annual service, user questionnaires, analysis of complaints & compliments etc.
6. To act as Safeguarding lead within the organisation on care practice and have responsibility for all operational and staff safeguarding management.
7. To resolve all complaints in accordance with CCSEL's Complaints & Compliments policy.
8. To implement CCSEL's care governance framework to continuously improve services care & support.

### **Resource Management**

1. To proactively work closely with the CEO/Finance team ensuring the efficient use of resources
2. To ensure operational controls in partnership with the SMT, ensure a commitment to cost effectiveness and value for money.
3. Proactively identify and assist with any fundraising initiatives, and developing relationships with potential donors.

## Person Specification

Post: Registered Manager

	Essential	Desirable
<b>Education &amp; Training</b>	<ul style="list-style-type: none"> <li>- A relevant professional qualification (e.g. Registered Managers Award.</li> <li>- Diploma in Social Work,</li> </ul>	<ul style="list-style-type: none"> <li>- NVQ/RQF Level 4/5</li> </ul>
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>- A minimum 3 years relevant experience in an operational management capacity in health and social care setting.</li> <li>- Knowledge of CQC standards and requirements</li> <li>- Ability to assess needs and risks and to devise and implement outcome focused care &amp; support plans</li> <li>- Ability to lead, manage &amp; supervise senior staff assertively to ensure effective team working, high standards of practice and positive outcomes for service users</li> <li>- Knowledge of the Carers Act 2014.</li> <li>- Experience of working with local authority or health commissioners</li> <li>- Experience of carrying out quality audits and managing a QA system</li> </ul>	<ul style="list-style-type: none"> <li>- Management post within the Voluntary/not-for-profit sector.</li> <li>- Experience of contract monitoring or negotiations.</li> <li>- Experience of staff recruitment</li> <li>- Understanding of the current social/healthcare market.</li> <li>- Evidence of developing additional services to meet the needs of clients</li> <li>- Sound knowledge of HR legislation relating to staff management.</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>- Excellent communication skills</li> <li>- Ability to produce high quality written reports and data within deadlines</li> <li>- Organisational skills</li> <li>- Ability to prioritise workloads</li> <li>- Ability to deal with emergencies/crisis</li> <li>- IT proficient</li> <li>- Ability to work as part of a team</li> <li>- Ability to manage the performance of others</li> <li>- Ability to motivate others to meet deadlines</li> <li>- Ability to recognise &amp; develop additional opportunities for services</li> <li>- Ability to promote &amp; develop positive working relationships</li> <li>- Ability to cope working under pressure</li> <li>- Work practices that promote equality &amp; diversity</li> </ul>	<ul style="list-style-type: none"> <li>- Experience of Fundraising</li> <li>- Presentations</li> </ul>

	<b>Essential</b>	<b>Desirable</b>
<b>Attitudes</b>	<ul style="list-style-type: none"> <li>- Excellent work ethic with the willingness to work flexibly and responsively to meet the needs of the organisation.</li> <li>- Personal resilience and ability to manage competing priorities</li> <li>- Good team attitude and work ethic</li> <li>- Committed to the objectives of the charity</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>- Full driving licence with use of own vehicle.</li> <li>- Ability to participate in an 'out of hours' on call rota.</li> <li>- Satisfactory Enhanced DBS disclosure.</li> </ul>	