



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

**Job title:** Registered Manager

**Location:** Pier Road Centre, 42 Pier Road, Erith Kent DA8 1TA

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

**Line Management:** Care Co-ordinator, Allocation Administrator

**Responsible For:** Compliance and Quality Assurance

**Reports to:** Chief Executive

**Salary:** £31,500 per annum (inclusive of OLW)

**Hours:** 36 hours per week. *(may include some unsocial hours according to the needs of the business)*

**Annual leave:** 33 days (inclusive of B/holidays)

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

**Job Purpose**

You will be responsible for ensuring CQC regulatory framework & standards including inspections are met and further developed.

You will be part of the senior management team that is integral to the success and continued growth of the organisation

As an ambitious forward-thinking charitable organisation, the successful candidate must be committed to developing and enhancing our services with an ability to manage and optimise services across locations & developing relationships with multiple external stakeholders.

**Duties & Responsibilities**

**Compliance**

1. Primary lead on CQC inspections & statutory audits of service
2. Lead on provider and care compliance ensuring CQC regulations, company policies and practice are maintained and promote our aims and values
3. Compliance with our training workforce development, supervision/appraisal policies.

**Quality Assurance**

1. Implement and maintain an effective quality assurance programme/audit to promote high quality, best practice, and continuous improvement of services.
2. Attend monitoring meetings with commissioners or other relevant bodies.

3. Act as Safeguarding lead within the organisation
4. Address all complaints in accordance with CCSEL's complaints & compliments policy.

### **Service Delivery**

1. Oversight of all care/support services allocations function that promotes independence, choice, and dignity for people to live as independently as possible.
2. Monitor care/support services that provides flexibility, continuity & accessibility
3. Ensure all services have sufficient staffing capacity of suitably qualified skilled/ experienced staff.

### **Service Development**

1. Participate in the strategic development of the organisation.
2. Grow and develop services through increased hours and maximising new referral opportunities.
3. Assist the CEO with sourcing new income streams
4. Produce written reports to Trustees & commissioners.
5. Deputise in the absence of the Chief Executive.

### **Team Management & Leadership**

1. Line management support to key office staff relevant to the provision of our services.
2. Identify & oversight of recruitment needs.
3. Surveillance of HR/ staff management duties including:
  - Workforce Planning to agreed KPI's
  - Recruitment & Selection
  - Training
  - Supervision/Appraisal
  - Disciplinary/Capability procedures
  - Absence Management
4. Arrange regular key planning meetings with colleagues.
5. Overview of relevant policies/procedures and delegate for dissemination to community workforce.

### **Resource Management**

1. Identify and assist with any fundraising initiatives & relationships with potential donors

## Person Specification

Post: Registered Manager

	<b>Essential</b>	<b>Desirable</b>
<b>Education &amp; Training</b>	<ul style="list-style-type: none"> <li>- A relevant professional qualification Level 4.</li> </ul>	<ul style="list-style-type: none"> <li>- Registered Managers Award</li> </ul>
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>- A minimum 2 years relevant experience in an operational management capacity in health and social care setting.</li> <li>- Knowledge of CQC regulatory framework, standards, and requirements.</li> <li>- Ability to lead, manage &amp; supervise staff assertively.</li> <li>- 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/data within deadlines</li> <li>- Ability to prioritise workloads</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 recognise &amp; develop additional opportunities for services</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> </ul>	