



REGISTERED MANAGER

Job Description

Salary:	£42,000 to £45,500
Department:	At Home
Line Managed by:	Business and Services Development Manager
Working Hours:	35 hours per week
Holidays:	28 days plus Bank Holidays

Role Purpose

Possability People is a pan-impairment disability charity based in Brighton. We work with people with a number of health conditions, including mental health, as well as older people.

At Home is a person-centred, home care agency which is a valued service within the charity. It offers home care with a difference; tailored, bespoke, and meaningful support that empowers people to move forward with consistency and trust.

The Registered Manager will lead and develop Possability People's At Home service, delivering bespoke, person-centred care that supports clients to live independently. The Registered Manager will be responsible for the day-to-day running of the service, ensuring high quality care delivery. They will ensure the service meets CQC standards and all legal, regulatory, and organisational requirements.

Responsibilities

- a) The post-holder has a responsibility to safeguard and promote the welfare and protection of children and adults with whom they have contact or for whom they are responsible.

Respecting diversity

- b) Treat everyone – colleagues, clients, and visitors – with respect and dignity.
- c) Respect others' differences and being sensitive to everyone's needs.
- d) Develop and appropriately maintain professional boundaries with clients and colleagues.

Managing the service

- e) Oversee the day-to-day management of our domiciliary care services, ensuring the delivery of compassionate, high-quality, and person centered care.
- f) Hold the service's CQC registration
- g) Ensure CQC compliant levels of training across the team.
- h) Oversee compliance with regulators, legislation and At Home standards.
- i) Ensure relevant reports are completed to deadlines, such as CQC capacity tracker and Local Authority reports.
- j) In conjunction with the Deputy Manager, ensure all service administration records are accurate and up to date and that all processes are followed.
- k) Effectively managing complaints and incidents, carrying out investigations relating to the quality of the service and using those findings to initiate improvements.
- l) Continually reviewing and improving our processes to ensure the most effective and efficient service is always being delivered.
- m) Generate and build on existing professional networks and community engagement to build referral pathways.
- n) In conjunction with the Deputy Manager converting new client enquiries, to include initial assessment, care planning and conducting risk assessments ensuring compliance to relevant legal and regulatory requirements.

Team management

- o) Build and maintain a robust care team, fostering a supportive and positive working environment making sure that exceptional service is delivered to our clients and workloads are managed accordingly.
- p) Manage the office team, providing appropriate levels of support and supervision.
- q) Oversee staffing rotas, care planning systems and service records.

- r) In collaboration with Business Development & Services Manager, manage the financial matters of the agency such as client budgets, relevant administration, payroll and invoicing.

General

- s) Build on the solid foundation of the business to increase revenue and capacity.
- t) To participate in an out-of-hours on-call rota and be the first point of contact for service emergencies.
- u) Attend and contribute to all relevant internal meeting and events.
- v) Any other duties deemed reasonable by the Business Development & Services Manager.

Job Review

This is a summary description of the role, as it is constituted at present. The above does not represent an exhaustive list of the duties and responsibilities of the role. It will be the practice of Possability People to examine periodically employee's job descriptions to ensure that they accurately reflect the job being performed and/ or that proposed developments are incorporated, as part of the process of personal objective setting.

It is the Trustees aim to reach an agreement on reasonable changes but if such agreement is not possible, Possability People reserves the right to insist on changes after appropriate consultation with the post holder.

Context

This role is located at our Hove office in Rutland Gardens, BN3. There will also be travel across the local area to visit clients and attend meetings.

The post holder will participate in the out of hours rota and be the first point of contact for service emergencies.

Unsociable hours may be required, e.g. attending events and out of hours meetings.

This role has 3 direct reports.

As a user led organisation, any applicant of Possability People must be able to demonstrate that they prioritise the needs of service users and demonstrate an empathetic, confidential and understanding approach at all times.

PERSON SPECIFICATION

Essential Qualifications

Level 5 diploma in Leadership and Management in Adult Care.

Essential Experience & Qualities

1. Lived experience, or an in depth understanding of, the barriers disabled people face and an enabling approach to overcoming them.
2. A commitment and willingness to provide quality services and support for disabled people and a commitment to the social model of disability.
3. Clear understanding of Equal Opportunities policy and practice and a commitment to implementation
4. Extensive (minimum 3 years) experience of managing a care agency with excellent customer service and management skills.
5. Passion: A genuine dedication to delivering high-quality, person centred care.
6. Motivational, dynamic and proactive with the ability to inspire and lead a team to provide high quality domiciliary care services.
7. Solutions focussed approach to problem solving.
8. Excellent knowledge and understanding of compliance and legislative requirements of the care regulations.
9. Ability and experience in building good working relationships.
10. Highly organised and excellent time management skills.
11. Flexible and adaptable with the ability to prioritise own workload.
12. An active team player but also able to work on their own initiative.
13. Excellent communication skills both written and verbal.
14. Excellent IT skills including Microsoft Office and data management systems.

Desirable Experience & Qualities

15. Driving licence and access to a vehicle.

Notes

All appointments are subject to a six month probationary period.

All appointments are subject to satisfactory references being received and verified

All appointments are subject to confirmation of identity

All other terms and conditions are fully described in the contract of employment.

All posts within Possability People have the opportunity of an annual review/evaluation.

Signature of post holder: _____

Name of post holder: _____

Date of signature: _____