

Section/Service:	Lady Elizabeth House - RBWM Provider Services	Department:	Optalis
Job Title:	Registered Manager/Deputy Head of RBWM Regulated Services		

Job Description

The Department/Team:
To provide high quality, innovative and personalised services in accordance with regulatory requirements to adults and older people with a range of needs, in accordance with Optalis' Core Values and an ethos of customer service.
Primary Purpose of Role
<p>Ensuring that the Service is fully compliant with all relevant legislation, including meeting all outcomes for full compliance within CQC standards framework. Providing leadership and management to staff and ensuring that care and support is person-centered, flexible and of the highest quality.</p> <p>To meet & maintain the Regulatory requirements to become a Registered Manager.</p> <p>Keeping up-to-date with current best practice and supporting creative and innovative solutions for the people supported.</p> <p>Ensuring that the Service operates within the agreed budget and that all resources are used efficiently and in the most effective way.</p> <p>To support the Head of Regulated services to provide sound operational oversight of personalised services in such a way as to promote the rights, independence and aspirations of customers, and which ensures that services are delivered based on a strong ethos of quality, compliance and value.</p> <p>To support the Head of Regulated Services to ensure regulatory compliance through a system of quality assurance, continuous learning and rigorous application of relevant standards focused on achieving 'Outstanding' ratings across services.</p> <p>To provide inspirational leadership to the teams to ensure the best outcomes are achieved for all who use the service.</p>
Main Duties and Responsibilities

Ensure the Extra Care service exceeds all CQC outcomes standards, that all relevant paperwork is fully compliant.

Lead, manage, motivate and deploy staff ensuring that they are responsive and flexible in their approach to providing care and support. Provide all staff with regular supervisions – either directly or by delegation.

Ensure staff are trained and compliant with required mandatory training, identifying and exploring all training opportunities.

Ensure that all staff has an annual appraisal and all new staff has a thorough induction following the induction process for Supported Living.

Ensure that all relevant legislation and policy and procedures are complied. This includes but is not limited to: Health and Safety, Safeguarding of Vulnerable Adults, Financial reporting/recording

Support Head of Regulated Services to ensure the effective performance management of other Regulated services, with particular emphasis on improving key performance indicators and compliance with Care Standards, based on a deep understanding of relevant services, through a structured approach to quality assurance and service development. To focus on achieving 'Outstanding' ratings following external inspection.

Support Head of Regulated Services to drive learning and continuous development in order to achieve regulatory excellence, including ensuring the organisation is engaged in a continuous cycle of improvement and learning from inspections and from good practice thus ensuring that services are at all times 'inspection ready'.

Work collaboratively with senior colleagues to lead on cross-company projects and delivery targets, such as delivery pilots or the establishment of new services.

To collaborate with the support services to ensure business resilience and effective and efficient use of resources across service areas. To provide business continuity at all times.

Person Specification

D – Desirable, E- Essential

Qualifications/Education/Training:	D/E
<ul style="list-style-type: none"> Recognised and current health or social care professional/degree level qualification or equivalent including current registration 	E
<ul style="list-style-type: none"> Management qualification, or willingness to undergo training 	E
<ul style="list-style-type: none"> Knowledge of the legal and policy framework as it relates to adult social care, including Safeguarding, Best Interests and Deprivation of Liberty Safeguards. 	E
<ul style="list-style-type: none"> Sound knowledge of managing complex and volatile budgets 	E
<ul style="list-style-type: none"> Knowledge, experience and skill in dealing with sensitive issues such as abuse, loss, bereavement and situations of risk, in service and/or family settings 	E

- | | |
|--|---|
| <ul style="list-style-type: none">• Knowledge of the principles of change/performance management and service development/business planning | E |
|--|---|

Experience	
<ul style="list-style-type: none"> • Extensive contemporary experience of managing regulated health or social care services Experience of working in a commercial environment 	E
<ul style="list-style-type: none"> • Experience of management of safeguarding and health and safety 	E
<ul style="list-style-type: none"> • Experience of managing staff, including complex and non-routine matters 	E
<ul style="list-style-type: none"> • Report writing, producing procedures, project work and service development 	E
<ul style="list-style-type: none"> • Proven experience in controlling service budgets 	E
<ul style="list-style-type: none"> • Experience of making presentations to colleagues, senior management/ board or the general public 	E
<ul style="list-style-type: none"> • Experience of negotiating with other services and organisations 	E
<ul style="list-style-type: none"> • Managing change 	E
Skills and Abilities	
<ul style="list-style-type: none"> • Working across complex boundaries in social care and health 	E
<ul style="list-style-type: none"> • Managing staff and providing leadership 	E
<ul style="list-style-type: none"> • Making non routine and complex judgements 	E
<ul style="list-style-type: none"> • Ability to think creatively and plan work and time for self and others 	E
<ul style="list-style-type: none"> • Understanding and managing large and complex budgets 	E
<ul style="list-style-type: none"> • Dealing with a wide range of internal and external stakeholders, including customers and their families 	E
<ul style="list-style-type: none"> • Problem solving and negotiating skills 	E
<ul style="list-style-type: none"> • Excellent skills in presenting and communicating clearly to a range of audiences 	E
<ul style="list-style-type: none"> • Producing well researched and well written reports 	E
<ul style="list-style-type: none"> • Managing anger and stress, resolve conflict and make decisions quickly and autonomously when required 	E
<ul style="list-style-type: none"> • Ability to manage self and represent Optalis in a variety of formal settings 	E

Personal Qualities	
<ul style="list-style-type: none"> • Able to manage a high volume of work and clearly prioritise. There is a requirement for the post holder to be self-disciplined and work unsupervised, planning and organising his or her own workload 	E
<ul style="list-style-type: none"> • Needs stamina and perseverance in managing change. 	E
<ul style="list-style-type: none"> • There is a consistent requirement for original thinking to meet new demands within a complex multi-disciplinary environment where work is with highly vulnerable individuals and families where there may be a high level of risk. 	E
Other	
<ul style="list-style-type: none"> • Work beyond normal office hours when required 	D
<ul style="list-style-type: none"> • Able to travel independently 	E

Optalis Company Core Values;

Customer Service

We listen to our customers and offer genuine choice tailored to their individual needs.

Our customers are at the heart of everything we do.

Respect

We respect equality, diversity, and the beliefs and dignity of all our customers and staff.

Transparency and Integrity

We will inspire confidence and trust by operating an open, accountable and transparent culture across all levels of the company.

Communication

We ensure two-way communication with our customers and staff; providing clear, accurate information.

Continuous Development

We embrace and drive forward positive change within the organisation.

Enjoyable and Rewarding

We place emphasis on staff satisfaction and will create an environment which offers opportunity for personal and professional growth.