 Job Description

# Job Title Registered Manager – Dual Service

**Location** Harrogate

**Salary** £13.62 per hour /£26,913.12 per year

**Band** F

**Hours per Week** 38 hours per week

**Annual Leave** 25 days plus 10 statutory holidays

**Reports to** Housing and Support Manager

**DBS Check** Enhanced Check with adult barring list

**Job Summary**

To be the Registered Manager for a defined service as specified in the Statement of Purpose for that service ensuring a good level of care and support for the people who use the service and ensuring compliance with CQC and other regulations.

**Key responsibilities**

* Act as a Registered Manager for East Park Road and Robert Street
* To ensure that the services provided are effectively, efficiently and professionally delivered to service users, ensuring policies and procedures are adhered to and a high standard of service is delivered.

* To take overall responsibility for the provision of a flexible service that meets the development needs of people using the service, delegating duties to the Deputy Manager and Support Workers with Additional Responsibilities as appropriate.
* To ensure that appropriate, clear and accurate systems of recording, reporting and quality control are maintained.
* To take responsibility for the management of service users reviews and maintain communication and a relationship with people who fund the service.
* To ensure that the processes and procedures that are required to ensure compliance with Society Policies and Procedures and Statutory Requirements are in place, are working and are suitable for purpose.
* To assist the Housing and Support Manager, in the reporting and investigation of disciplinary and safeguarding matters and ensure that any issues are dealt with in accordance with policy, procedure and statutory requirement.

* Ensure that communication systems with staff and service users ensure a good understanding of their views and communicate information from the rest of the Society and the wider environment. This will include communication systems and meetings that are appropriate to the needs of the service and that communication takes place regularly and is appropriately documented.
* To create an atmosphere, culture and ethos which enables service users to feel that the houses are their home, and that privacy, dignity, choice, rights, fulfilment and independence of service users are respected.
* To assist the Housing and Support Manager in the development of Housing and Support Services and specifically to take the lead in their specialist service area.
* To actively assist the Housing and Support Manager in the marketing and promotion of the particular service and of Housing and Support Services generally.
* To ensure that responsibility is taken for all administration and systems, including service user finances and benefits.
* To take responsibility for a system that ensures that all staff receive high quality supervision and appraisal, and are supported and encouraged to reach their full potential.
* To be responsible for the recruitment, selection and deployment of staff and to be responsible for arranging all necessary staff cover within the financial resources available.
* To ensure that all staff receive Induction and all other relevant training to meet the needs of the service and the people who use it and comply with statutory requirements.
* To arrange a staff rota to meet the needs of service users including the use of supply and outside agencies.
* Ensuring that personal expertise, skills and knowledge are regularly updated and that current issues, changes and development in relevant areas are considered.
* To be responsible, with support from the Housing and Support Manager, to ensure that any problems with property and maintenance are promptly reported to the Property Services Manager so ensuring that the building is managed and maintained in a state of good repair and cleanliness.
* To be responsible for undertaking regular health and safety checks including risk assessments, implementing health and safety and fire procedures.
* To liaise with all relevant external agencies and individuals to provide additional support/services required for the welfare and well being of service users.
* Adhering to and actively promoting the society’s Equal Opportunities Policy, challenging any form of discrimination or marginalisation.
* To be responsible, with the assistance of the Housing and Support Manager to help set then implement, monitor and control all of the elements of house budgets that are within their control and to ensure that any unnecessary expenditure is avoided and that income is maximised.
* To be part of an on-call system on a rota basis, to be agreed with all Managers and deputy Managers that may mean being called outside normal working hours and, on occasion, could require deployment within one of the services.
* Assisting the Housing and Support Manager with other duties that reasonably correspond to the general character of the position and are commensurate with its level of responsibility and authority.

**General**

* Attend all Henshaws mandatory and compulsory training sessions, taking responsibility to ensure training is up to date at all times.
* Take responsibility for your own personal and professional development, including CPD where appropriate.
* Facilitate training and knowledge sharing across Henshaws Society, and other providers where appropriate.
* Adhere to and support others to uphold Henshaws Values: Inspiring, Proactive, Sharing, Compassionate, Empowering, Informed
* Offer a flexible approach to working hours to meet the needs of the organisation.
* Represent Henshaws in professional manner at all times, contributing to marketing and recruitment activities for Henshaws Society as required.
* The employee may on occasions be called upon to undertake work in other locations in order to ensure obligations to students, service users and third parties are fulfilled.
* Comply with Henshaws Health & Safety requirements and be aware of and adhere to current Henshaws policies and procedures.
* Any other duty as required by the line manager commensurate with the post.

Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the   
desirable criteria to produce the shortlist.

**2ticklogo**All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

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|  | **Criteria** | **Essential or Desirable** | **How Identified**  *Application form / Interview / Selection test / copy of certificates.* |
| **Skills and Experience** | Excellent Interpersonal and organisational skills | Essential | Application form / Interview |
|  | Experience of working with young people/ adults with learning disabilities | Essential | Application form / Interview |
|  | Substantial management and supervisory experience in a care environment | Essential | Application form |
|  | Ability to with purchasers to develop new opportunities for the service. | Essential | Application Form |
|  | Experience of working with people with a visual impairment and dual sensory impairment. | Desirable | Application form / Interview |
|  | A record of acting as a flexible part of a wider management team. | Desirable |  |
| **General &  Specialist Knowledge** | Sound ethos and values. Treat service users with respect, dignity, privacy, choices and rights fulfilled and independence maximised. | Essential | Interview |
|  | The ability to initiate and manage change in the service. | Essential | Interview |
|  | The ability to play a role in the promotion and marketing of the service. | Essential |  |
| **Education &  Training** | A Diploma Level 5 in Leadership and Management in Health and Social Care or willingness to achieve this within two years. | Essential | Application Form / Copy of certificates |
|  | A qualification in working or communication with people with dual sensory impairment. | Desirable | Application Form / Copy of certificates |
|  | A good standard of spoken and written English and general education. | Essential | Application Form |
|  | An appropriate Management Qualification | Desirable | Application Form |
|  | Further training in an appropriate area. | Desirable | Application Form |
| **Special  Requirements** | Flexibility and ability to work shifts including weekends and sleep ins where needed. | Essential | Interview |
|  | Access to a vehicle for business purposes | Desirable | Interview/ Application Form |

**Henshaws will make every endeavor to make any reasonable adjustments for applicants who require assistance in carrying out their duties due to a disability.**

**Henshaws is committed to safeguarding vulnerable adults and children. The post holder may be required to complete an enhanced DBS disclosure check including barring lists for Adult and/or child barring services.**

**Henshaws is committed to equal opportunities and positively welcomes applications from all sections of the community.**