



COUNCIL OF THE ISLES OF SCILLY

ROLE PROFILE

Role Profile					
Job Title	Registered Manager, Residential and Community Care Services	Job No. (Office Use)	not allocated yet	Grade (Office Use)	Grade 7
Business Unit	People and Communities				
Section	Adult Social Care				
Reports to (Job Title)	Head of Adult Social Care		Competency Job Type (Office Use)	Professional	
Suitable for Job Share (Y/N)	Y		If No state reason		
Location	Isles of Scilly		Shift Pattern	No	
DBS check required	Enhanced				

Job Purpose	The post holder will support the People and Communities directorate to ensure the delivery of an integrated, evidence-based service that promotes the welfare of the community and protects the vulnerable from harm. The post holder will contribute to a multi-disciplinary team that delivers positive outcomes in the lives of service users. The post holder will be the registered manager of residential and community (domiciliary) care services provided by the Council of the Isles of Scilly and is therefore responsible for the maintenance of registration standards as laid down and regulated by the Care Quality Commission. The post holder will be a manager within an integrated health and social care service, supervise, monitor and promote a service which provides the community with a high standard of specialised care, meeting individual needs and ensuring everyone is treated with dignity and respect that promotes their rights , independence and choice Responsibilities include: 1 To manage the day-to-day running of all aspects of the home including the standards and quality of care, recruitment and training.
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	2 Oversee the operations of multiple support services, ensuring high standards of care. 3 To ensure the highest level of personal support ensuring staff follow individual care plans carefully and ensuring all contact is polite, friendly, warm and supportive. 4 To comply with statutory and legal requirements relevant throughout the home, including HACCP, COSHH, Health and Safety and all aspects of the Health & Social Care Act, Care Act 2014, to ensure a safe environment throughout the home. 5 Lead change management processes to enhance care quality and operational efficiency. 6 To maintain, and display as required, all legal and statutory records. To maintain all electronic documentation including records of complaints, training logs. Ensure all local policies are up to date relevant and reviewed. 7 To investigate any complaints, compile reports and take any appropriate action if required. To liaise and co-operate with CQC inspectors and inspections. To support any professional investigation carried out into the service without bias. 8 Responsible for ensuring stock control of residents' prescribed medication and maintaining of systems to ensure effective stock management of all products and processes. 9 To ensure all residents' individual care plans are followed and up to date for both care and medication. 10 To be an active and encouraging Manager, establishing and maintaining effective means of communication and good relationships with residents, relatives, employees and externally agencies. 11 To deal with all staffing requirements, to be responsible for the recruitment of suitable employees, effective inductions and to ensure that the training needs for all the team are identified and met appropriately. 12 To carry out regular supervisions, assessments, lead team meetings, ensuring that Park House is a friendly and supportive environment. 13 Ensures continuity of care through effective staff deployment. ensuring adequate numbers of staff are employed and all shifts are covered, managing staff holidays and sickness levels. 14 To welcome new residents, complete appropriate records and paperwork
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	and ensure adequate arrangements are made for every resident. 15 To have advanced holistic assessment skills so that professional decision-making to prompt appropriate action in the best interests of the individuals wellbeing. 16.Foster partnership working with healthcare professionals, commissioners, voluntary sectors, and community organisations. 17 Ensures good care planning so that individual needs are met with an appropriate plan of action and involving the multi-professional team as required. 18 To ensure the team communicates effectively with individuals, their relatives and carers, colleagues and multi-disciplinary team. 19 Works effectively as part of the multi-professional, inter-disciplinary team. 20 Is professionally up to date with current trends legislation and developments. 21 Functions as an effective role model in demonstrating the application of depth of understanding / knowledge and skills, and in advising and supporting members of the multi-disciplinary team. 22 Helps facilitate the professional development in line with service need adult social services planning and council business plan. To provide an accessible point of contact for professional advice to staff. 23 To facilitate the cascade of information ensuring awareness of effective working practice that support staff discussion, responding to feedback and implement, manage and monitor a quality improvement process. 24 To ensure compliance with the councils Equality and Diversity Policy, ensuring practice and behavior promote race equality and equality of opportunity for individuals ensuring services are responsive to the needs of the community. 25 To have full knowledge of the councils Major Incident Plan and your role within it. 26 To support residents with their personal financial arrangements, maintaining confidentiality of all information, and that any financial transaction is recorded and treated with the utmost honesty. 27 Manage the delivery of high-quality care across multiple services, including residential, domiciliary, and community services.
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Autonomy and Accountability	This role is regulated by legislation, national and local policies and procedures and the post holder will offer a creative response to complex presentations of needs and contribute to ensuring the Authority maintains best practice in ensuring adult services, residential and domiciliary care services. Undertake ongoing training as required by the Care Quality Commission and other relevant professional bodies. Acts up, deputises across suitable roles these could include for the Director for Adult Social Services, other health colleagues i.e. clinical manager on the islands or on the mainland.
Relationships and Communication	The post holder will have excellent interpersonal and communication skills in order to: Promote and support a partnership approach to working with individuals, communities, families and carers. Support and maintain a cohesive and flexible team. Ensure all records are up to date and are maintained to the highest standard. Participates in benchmark and quality audits, and observations of care. Deliver effective management, advice, support, supervision and appraisal to team members. Ensures that staff receive feedback on standards of care and that, where necessary action is taken to improve standards. To liaise with relevant external agencies and provide appropriate required information for professional inspections / investigations. . Build relationships multi-disciplinary team and management structure in relation to service development, service improvement and problem resolution. The ability to adapt an appropriate management style in accordance to changing circumstances i.e. global pandemic.

Working Conditions and Demands	This post is based around office hours. There will be a need for minimal out of hours work i.e. night care checks etc. You will have a great deal of energy and enthusiasm to engage with service users and an ability to work on your own. The post holder will need a high level of physical and emotional stamina as the job is demanding.
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Experience, Knowledge and Qualifications	Essential Level 5 Diploma in Leadership for Health and Social Care (Adults) or equivalent professional qualification. Applications are welcomed from registered professionals such as: • Registered Mental Health Nurses (RMN) • Registered General Nurses (RGN) • Occupational Therapists (OT) • Social Workers where they can demonstrate substantial experience of managing regulated adult social care services and willingness to obtain any registration requirements necessary for the role. A commitment to the principles of person-centred care Evidence of effective multi-disciplinary working Extensive experience of working with people with complex needs Excellent Understanding of safeguarding policies and procedures Excellent communication (Including report writing), leadership, change management and team development skills. An excellent understanding of Adult Social Care policy and best practice including relevant legislation including CQC. Demonstrates evidence of developing innovative practice and of being proactive in managing change, ability to utilise evidence-based practice. Strong understanding of importance of confidentiality and data protection
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	Has demonstrated effective leadership skills in a supervisory/team leader. context Understanding of the Social Care services Excellent IT skills A commitment to continual professional development. Ability to work flexibly and creatively Ability to manage workload and stressful environments Strong problem-solving and decision-making skills. Strong focus on communication, partnership working, and safeguarding Experience of people and service development through coaching and mentoring Desirable Comprehensive resource and budget management. Qualification in Leadership and Management Experience in teaching, mentoring and assessment Research awareness and demonstrates how this relates to practice Experience in budgetary management and control, or the willingness to acquire this A clinical expert either through formal qualification and/or extensive clinical experience pertinent to the area Degree level study or willingness to work towards this HCPC registration or equivalent
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Corporate Standards	Personal responsibility for data protection, service user confidentiality and information governance.
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	Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its' policies and procedures. Work within the requirements of the Councils' Health and Safety policy, performance standards, safe systems of work and procedures and legislation. Undertake all duties with due regard to the corporate equalities policy and relevant legislation.
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