



WOULD YOU LIKE TO BE A REGISTERED CARE HOME MANAGER?

Please have a read through the following information along with the Job Description and Person Specification included below – Think about if joining our great team is right for you!!

ABOUT US

Watford Mencap is a charity providing high quality social care services and support to people with learning disabilities and their families in South West Herts. We enable people with learning disabilities and their families to make the most of life, to enjoy choice and control over their own lives, enabling them towards fulfilling their life ambitions. We are an independent charity affiliated to Royal Mencap and are self-funding.

We have worked hard to make our services both efficient and really focused on the person. We have a strong business model that is sustainable and diverse. Our work has expanded and we are trying new things and ideas across the entire organisation, while keeping everything we do focused on meeting the diverse needs of the people we support. We currently employ 120 staff, have over 90 volunteers and provide support and services to over 500 people with learning disabilities and their families.

This is an exciting time to be joining the organisation and you will play an important role, leading a team of support workers, working collaboratively, with the people we support, their families and friends as well as other social and health care professionals, to find new and sustainable ways of working, to meet people's personal needs and wishes.

Working as the Registered Manager of a care home is varied, rewarding and challenging, it offers you the opportunity to create a great service that meets the needs of the people you and your team support, as our service develops and people's needs change.

As an employer, we have accreditation to Investors in People and provide employees with access to a full range of professional and personal development opportunities. This includes induction and training programmes, recognised qualifications, regular supervisions and annual appraisal, as well as coaching and mentoring. We value our workers and have a range of staff benefits as well as a competitive salary. In 2016 we were very proud to be awarded the most innovative care provider in Herts by Hertfordshire Care Providers Association.

We offer excellent terms and conditions of employment. Full details of this are included in a separate document.

OUR VALUES

We are **INCLUSIVE**. People with learning disabilities are at the heart of everything we do.

We are **RESPECTFUL**. We work in a person centred way, whilst listening to the views of all.

We are **WELCOMING**. We are approachable and value all.

We are **PROGRESSIVE**. We promote learning to support everyone to achieve their potential.

We are **CHALLENGING**. Through our work we will push the boundaries for individuals, organisations and society.

Job Description

ABOUT THE ROLE

You will be running one of three of our care homes for adults with a learning disability. As the registered manager with the Care Quality Commission (CQC) you will be responsible for the care and support delivered to the residents. You will be responsible for maintaining standards set by CQC and Hertfordshire County Council (HCC).



You will manage and lead a team, organising staff rotas, training and performance, whilst also managing the budget for the home and the residents' care plans.

You will be based in the home where support is provided so you are able to directly lead your team of support workers. The job is very varied and will involve line management, quality assurance work, liaison with professionals, and the development, and at times delivery, of direct support, as well as to generally ensure the smooth running of the home, through planning and use of the available resources. This means a flexible can do attitude, alongside an eye for detail, emotional resilience and being able to juggle a broad and diverse workload are all really important in this role. In return you will find this an extremely rewarding role where you will be making a real difference to peoples' lives on a daily basis.

This is a full-time job which can involve lone-working in both the home and the community. The working pattern is predominantly Monday to Friday, office hours, but there is also a need for some evening, weekend and on-call work to meet the needs of the service. As a Registered care home manager you will receive support and leadership from the Operations Manager, and you will be able to share knowledge and learning with your colleagues in the Right Support management team.

The care home itself is small but charming, with 7 residents and it is set in beautiful gardens with excellent transport links. The home has a 'good' CQC rating and a stable workforce.

Duties and Responsibilities:

Job Description

Registered Care Home Manager

No two days will be the same. You will enjoy lots of variety and support people in the following ways:

1. Manage and develop a Residential Care Home - in a personalised way to ensure that high quality standards are set and maintained which meet the care and support needs of current and future people with a learning disability. This includes being the responsible registered manager of regulated activity of personal care with the Care Quality Commission.
2. Be a leader - Line manage a team of direct support staff through supervision, appraisal, coaching and advice, ensuring training needs of the team are met, and the reputation and quality of the service is maintained.
3. Develop people - Work to increase the skills and independence of people being supported by encouraging them to take sensible risks, trying new things and taking more control of their lives, through a program of support planning and risk assessment, that is highly reflective of the person.
4. Empower people - giving the control, so they can live a full life. Ensure people using the service are able to make choices and take control of their lives in every way they can. Work with the Mental Capacity Act, to ensure where people need support with their choices that the support is given to the highest standards.
5. Provide a quality service - You set the standard, be an example of the quality you need in the home. Checking with regular audits the systems of the home, and leading by example to your team.
6. Manage the resources for the home - Working with the Operations Manager, and finance team ensure the right levels of support arranged through the deployment of staff, while ensuring that sustainable budgets are developed and followed.
7. Live the Values – Demonstrate our values of being Inclusive, Respectful, Welcoming, Progressive, and Challenging discrimination of people we support, in the home, and when representing Watford Mencap and people with a learning disability.
8. Contribute to the team - Attend and participate positively in team meetings, supervisions, appraisals and training as requested and required by your Manager.
9. Ensure compliance - with current legislative and regulatory frameworks including The Care Act, Health & Social Care Act, Health and Safety law, Fire Safety Legislation, Mental Capacity law and regulatory frameworks including Care Quality Commission and East of England ADASS standards.



10. Work flexibly - be able and creative to meet the needs of people by preparing and overseeing a flexible rota, this will mean working some weekends and bank holidays and providing cover as required in the event of staff shortages including sleep in's and participating in an on-call system, you will need to be able to travel around the area to meetings and training.

11. Keep people safe – Identify risk and ensure appropriate action is taken to mitigate risk. Ensure safeguarding, Health and Safety and Fire Safety procedures are followed, while still maintaining a home and personalised support to each person.

12. Embrace diversity – Actively promote and work within Watford Mencap's equal opportunity and diversity policy at all times.

13. Be flexible - Undertake such additional duties appropriate to the post and to support the organisation's wider goals by working flexibly across the organisation from time to time as determined by your manager.

14. Report any significant/ notifiable events or concerns through line management channels, including when working out of hours if needed.

15. Be supportive – through team management, being a member of the management team and participating in the on-call duty rota for Managers.

16. Develop and maintain positive working relationships with your stakeholders, including residents and their families, Watford Mencap colleagues, CQC and authorities.

Any additional duties reasonably expected within this level and role.

This job description may be reviewed annually to meet changing service requirements.

**Person Specification:
Registered Care Home Manager**

	Qualities Required	Essential/ Desirable
Education & qualification	Level 4 or equivalent Management or social care qualification	Essential
	Evidence of commitment to continuing self-development	Essential
	Able to reach registration as a CQC registered home manager	Essential
Experience	Experience of managing a service	Essential
	Experience of managing a team / supervising or managing staff	Essential
	Experience of supporting people with learning disabilities	Essential
	Experience of financial management processes	Essential
Knowledge	Excellent knowledge of current standards within CQC and the Care Act.	Desirable
	Understanding of issues facing social care sector	Essential
	Risk management and Health and Safety	Essential
	Safeguarding	Desirable
Skills	Able to lead, manage and develop a team	Essential
	Strong communication skills	Essential
	Motivated self-starter, able to motivate and inspire others	Essential
	Able to drive change in a positive way	Essential
	Able to manage a wide range of issues and services simultaneously and competently	Essential
	Problem solver	Essential
General	Able to demonstrate genuine commitment to the values and goals of Watford Mencap	Essential
	Car driver, with ability to travel to various work locations	Desirable
	Able to participate in a management on-call rota	Essential

Our Values

To be successful in this role we expect you to share and live our values:

Value	Behaviour
Inclusive	You involve the people you support to live the life they choose by listening to them and planning with them and advocating for them.
	You work with the families and a range of professionals, managing priorities and always staying focused on the person you are supporting.
	You are able to communicate effectively with people with a learning disability, adapting your approach to the needs of the person at the time.
Respectful	You demonstrate through your actions respect, dignity, diversity, and privacy for people you support.
	You develop and maintain effective working relationships with people you support, their families, colleagues and partner organisations.
	You work flexibly and can adapt to changes in workload as necessary.
	You can bring your team and people you support with you.
Welcoming	You can communicate with a range of people with differing abilities.
	Develop and maintain a welcoming atmosphere for the people you support and their families.
	Work with other health and social care professionals to meet the needs of the people you support.
Progressive	Keep your social care knowledge and skills up to date.
	Able to record information, access and manipulate data stored in IT systems and share information easily and appropriately.
	Manage the home efficiently and effectively.
	Excellent financial skills used to ensure best value for money.
Challenging	Professionally challenge prejudices that cause barriers for people living with learning disabilities.
	Using all available information to ensure that the support packages commissioned meet the needs of the people you support whilst maintaining effective working partnerships.