

Job Description & Person Specification

Position: Registered Manager (Residential & Supported Living)

Reports To: Operations Manager

Levelling Framework: 4B

Salary Range: £43, 582- £48, 423

Contract: Permanent

Hours Per week: 37.5

DBS Level: Enhanced (Plus Adult Check)

Our Values and Behaviours

To act in accordance with “Our Values and Behaviours” at all times when delivering your role, ensuring that “Kindness”, “Respect”, “Belonging”, and “Empowerment” are fundamental to your behaviour.

Kindness We create an environment where everyone can thrive. Our behaviours: - Empathy – We understand diverse perspectives and experiences. - Compassion – We are considerate of others and are generous with our time. - Supportive – We build and maintain positive relationships. 	Respect We respect people's human rights and act with integrity. Our behaviours: - Dignity – We value and respect people, recognising their right to choice. - Integrity – We do the right thing even though no one may be watching. - Fairness – We treat others how we would wish to be treated ourselves. 	Belonging We pride ourselves on being a Norwood Family. Our behaviours: - Trust – We build a safe environment for people to flourish. - Inclusivity – We value difference and celebrate diverse voices. - Collaboration – We connect with others to form a positive community. 	Empowerment We enable people to reach their potential. Our behaviours: Accountability – We make a positive impact and get things done, owning our actions and decisions. Innovation – We encourage people to be curious. Ambition – We strive for success in everything we do. 
--	---	--	--

Policies and Procedures

In addition to undertaking the accountabilities as outlined below, the post holder will be expected to fully adhere to all Norwood policies and procedures which are referenced in the employment contract and Norwood's intranet.

Role Summary

To have day to day operational responsibility for the leadership and management of two designated services for adults with learning disabilities and other complex needs.

This is a dual registered role, with responsibility for managing two separate sites and ensuring the safe, effective and person-centred delivery of services across both locations.

The postholder will lead both services in line with Norwood's Vision, Mission and Values, ensuring compliance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, CQC Fundamental Standards and all other relevant statutory and regulatory requirements.

Registration with the Care Quality Commission (CQC) as the Registered Manager for both designated services is an essential requirement of this role.

Key Accountabilities

- To oversee all activities within all services in your area of designated responsibility and make sure that the quality of service and the support provided meets and exceeds all the requirements of the Essential Standards for Quality and Safety.
- To ensure that each person's package of support is sufficient to meet their needs, is appropriately funded and is provided in a way that promotes their rights and responsibilities.
- To provide information and advice in an appropriate way to each person living in the service, their families, and supporters to enable active decision making and the effective management of risk.
- To ensure that the care and support provided is person-centred; adopting the principles of Active Support to enable Lifelong Learning for every person living within the services.
- To ensure that any breaches of policy or procedure, incidents or safeguarding concerns are reported appropriately, and that the Operations Manager is appropriately briefed.
- To ensure that support plans and strategies are developed to enable people to experience a high quality of life, promoting and supporting active citizenship within the local and wider community.
- To adopt sound business practices including monitoring business performance, working within the designated budget, and implementing clear policies and practices in line with workplace legislation and Norwood guidelines.
- To work effectively with Norwood's support service departments to ensure that the premises are maintained and operated to a high standard providing a homely, comfortable environment that promotes the well-being, dignity and choice of the people living there.
- To ensure that appropriate staffing rotas are produced, implemented, and monitored, which provide the right staffing levels, experience, and skills to provide the necessary support to all people using / residing in those services.

- To have responsibility for the recruitment, training, supervision, and appraisal of a team of staff working within the services ensuring that they are fit to support the delivery of the service.
- To work to continuous person development by maintaining qualifications, attending regular update meetings, and undertaking all training relevant to the role and organisational and legislative requirements.
- To keep and maintain adequate records and undertake effective reporting as required by the Health and Social Care Act (2008), Local Authority Contracts, Norwood policies and any other applicable legislation.

Person Specification

	Essential	Desirable	Evidence
Qualification(s)	-	- Health & Social care Level 5 NVQ or RNLD (Candidates who do not yet hold either qualification must be willing and able to complete the Level 5 Health and Social Care qualification within an agreed timeframe)	Cover Letter / CV / Onboarding
Experience	▪ Experience within a residential care setting, 2 of which must have been at a supervisory level ▪ Care and Support of Adults with Learning Disabilities ▪ Person centred planning, care and support planning and risk assessment ▪ Person Centred Approaches to care and support delivery ▪ Reviewing and monitoring service delivery	▪ Delivery of culturally specific services ▪ Moving on to Supported Living ▪ Change management ▪ Managing staff performance ▪ Coaching and Mentoring ▪ Lifelong Learning services for adults with Learning Disabilities	CV / Interview / Onboarding

Knowledge & Training	▪ Current legislation including Health and Social Care Act (2008) and Health and Safety at Work ▪ Understanding of the principles of Valuing People and Valuing People Now ▪ High level of literacy and numeracy ▪ Good IT systems including Outlook, Word, Excel, and PowerPoint	▪ Active Support and Training in Systematic Instruction ▪ Intermediate competence in IT ▪ Driver with access to vehicle	Cover Letter / CV / Interview
Personal Qualities & Attributes	▪ Strong leadership and team working ▪ Effective communication ▪ People Management ▪ Budget setting and budget management ▪ Delegation ▪ Effective liaison with key professional	▪ Ability to anticipate and identify potential gaps in service and take appropriate action ▪ Business Planning and Monitoring	Cover Letter / CV / Interview

All roles require a DBS check and satisfactory clearance under Norwood's safer recruitment policies. We are committed to safeguarding the wellbeing of our people and maintaining a respectful, safe environment.

This job description is not exhaustive and may be updated as accountabilities evolve.