

Job Description – Disability Services Manager (Registered Manager)

Job Title:

Disability Services Manager (Registered Manager)

Main Purpose Of The Post:

To: deliver the effective management of Supported Living Services, monitor their quality and ensure that they meet the individual and collective needs of people who use them and comply with the highest standards of the Care Quality Commission (CQC)

Relationships:

- **Responsible to:** Director of Adult Services & Operations
- **Responsible for:** Supported Living Management and Staff
- **Liaison with:** Senior Leadership Team, Supported Living Management Team, families of Service Users, service beneficiaries, Day Services Disability Service Manager, Commissioners, partners and stakeholders, other staff and managers across the charity

Main Tasks :

- To act as the designated Registered Manager for Supported Living as a regulated service, taking a lead role in the CQC inspection process
- Take lead responsibility for the Supported Living Service; its management and operational delivery
- Primary responsibility for safeguarding, MCA and the application of DOLS
- Following the reporting requirements of safeguarding, MCA and DOLS
- Contribute to the strategic planning of the Supported Living Service
- Lead in the planning of services, including the development of new and sustainable services compliant with registration, regulation, health and recognised national standards and the best value criteria of local authorities
- Establish and implement policies, procedures and quality standards that promote person-centred services to people with learning disabilities.
- Ensure that the Supported Living Service is a Lancashire County Council and CCG approved provider for social care
- Maintain positive relationships with service users, providers and purchasers of services, formal and informal networks, voluntary and statutory agencies
- Take responsibility to ensure that the Charity is kept up to date with statutory changes and National Guidance
- Represent the Charity at forums, consultative groups and formal networks
- Market and promote the Supported Living Service
- Take a lead role in the oversight of staff matters, including, recruitment, development and retention of staff, the management of complaints, grievance and disciplinary processes
- Ensure staff are trained to deliver services that offer positive outcomes for people with a learning disability and autism
- Manage, supervise and appraise SLS Managers and other team members

- Work within the parameters of the Charity's policies and procedures and its Mission Statement
- Monitor, evaluate and review operational service delivery, to ensure quality standards and improved outcomes
- Ensure accurate records are maintained which are compliant with CQC requirements
- Participate in staff meetings and training programmes

The above is not an exhaustive list of duties and you will be expected to perform different tasks as required by your role and the overall objectives of the charity.

Job description approved by:

Susan Swarbrick (CEO)

PERSON SPECIFICATION

(To be read in conjunction with the Job Description)

POST	Disability Services Manager (Registered Manager)
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	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Qualifications/Attainments	<ul style="list-style-type: none"> • A sound educational background to minimum of degree level or equivalent • A management/leadership qualification level 5 or above (or working towards completion) • Full UK Driving Licence 	<ul style="list-style-type: none"> • A social work qualification • A relevant professional qualification in social care, health or community
Relevant Experience	<ul style="list-style-type: none"> • Working at a senior level within a public or voluntary sector organisation • Management in the field of health and social care in either the public or voluntary sector • Strategic planning and managing the change that comes from strategic planning • Working with, and delivering services to vulnerable people • Developing innovative services and support packages • Ability to participate and contribute to multi-disciplinary meetings • Motivating staff and working collaboratively with colleagues, commissioners and service beneficiaries • Sound knowledge of social care current legislation, regulations and inspection processes including the Mental Capacity Act and the Care Act 	<ul style="list-style-type: none"> • Experience of the Registered Manager role • Experience of CQC and Local Authority inspection regimes and supporting the inspection of services • Working with adults who have complex support needs and behaviours that may challenge • Managing services for people who have learning disabilities and autism • Supporting people with learning disabilities to effectively communicate • Experience of working with Commissioners and the commissioning process
Relevant Knowledge and skills	<ul style="list-style-type: none"> • Understanding of the importance of empowering people and enabling their decision making • Understanding of safeguarding vulnerable adults Sound knowledge and understanding of safeguarding policy and procedures • Managing services regulated by CQC or equivalent regulatory body • Experience of CQC Inspection processes • Experience of staff recruitment 	

	<ul style="list-style-type: none"> • Management of people from a variety of backgrounds and disciplines • Understanding of confidentiality • ability to communicate confidently, enthusiastically and effectively at all levels both within Caritas Care and externally • Proposing spending plans and managing budgets • Experience of staff supervision, appraisal and a commitment to professional training and development for self and others • Commitment to effective team building, 	
<p>Special Attributes</p>	<ul style="list-style-type: none"> • Ability to delegate and seek advice as appropriate • Be an integral member of the wider management team of Caritas Care and commitment to supporting the Director of Adult Services and Operations in the development of the SLS & all of Disability Services • Act as a confident ambassador for Caritas Care to lead, motivate and promote good working relationships between colleagues and stakeholders • Appreciation of person-centred approaches to working with adults with learning disabilities and autism • Competent in the use of information technology • Be in sympathy with the Vision, Mission & Values Statement of the charity and the ethos of the Service • Commitment to equal opportunities • Respect for the different cultures and beliefs of others • Willingness to consent to a Disclosure & Barring Service check • willingness to work flexible hours as required including occasional evenings or weekends 	

Person Specification approved by:

Susan Swarbrick (CEO)