

# Kent County Council

## Job Description: *Registered Manager*

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<b>Directorate:</b>	<b>Adult Social Care and Health</b>
<b>Unit/Section:</b>	<b>Enablement and Support Services</b>
<b>Grade:</b>	KSJ
<b>Responsible to:</b>	<b>Head of Service, Adult Short Stay Service, ESS</b>

### **Purpose of the Job:**

#### **1. Leading and Managing Care Centre, and ensuring CQC Compliance**

Lead and manage the short stay integrated care centre and the day care service(s) to provide assessment and enablement services, hospital admission avoidance and breaks for unpaid carers.

To work collaboratively with health and social care system partners to provide high quality services that support individuals to achieve the outcomes that are important to them and to maximise their independence.

Ensure the service is safe, effective and fully compliant with CQC regulations at all times, Ensure that evidence is maintained to support the CQC assessment framework that demonstrates Good or Outstanding practice.

Ensure that performance targets are met and that the service is delivered within the budget available.

#### **2. S75 for Intermediate Care Service**

Where appropriate, the Registered Manager's role in the S75 Board is to provide clear reports, and to attend and to contribute positively.

#### **3. Support to HoS and Participation in Management Across the Service**

Provide positive support to the Head of Adult Short Stay Service to enable him/her to continually develop the Adult Short Stay Services. The postholder will act as an advocate of change and modernisation in the post holder's own care centre, and as a positive influencer across the whole service.

The postholder will be expected to work with the HoS on specific projects, to take a lead role in task & finish groups, and to take a supporting management role in the Registered Managers meetings.

Undertake a lead role on agreed service-wide projects that support the development of KCC's Adult Short Stay service in line with the local authorities demands and priorities. The postholder will be expected to undertake research and to take advantage of external opportunities to network and learn from others.

## **Main duties and responsibilities:**

1. Lead and manage the short stay registered care centre, complying with current CQC requirements and current legislation
2. Manage the budget for the integrated care centre. Identify and apply for additional funding streams
3. Ensure that quality and performance monitoring systems are in place, and improve and develop services in collaboration with stakeholders
4. Ensure that vulnerable adults are safeguarded and work to the current Kent and Medway Safeguarding Policy and Procedures.
5. Work collaboratively with commissioners, partner organisations, the local NHS and the CQC to deliver an effective service
6. Recruit (using new and innovative methods), motivate and develop staff and ensure that supervision and annual appraisal takes place in accordance with KCC policies.
7. Promote KCC's Equality, Diversity and Inclusion policies and ensure that people who access our services, their families and staff are treated with dignity and respect
8. Ensure that effective routine contract monitoring of the facilities management contract takes place, and undertake performance management measures if the service delivered under the contract fails to meet the standard in the contract.
9. Where appropriate, ensure that any meetings as defined in the S75 agreement takes place, and that partners are convened annually as a minimum to review the Model of Care for the intermediate care service.
10. Ensure that reports submitted for consideration at all meetings stipulated by the S75 agreements are clear and businesslike, and that the postholder's attendance contributes positively to the outcome of the meeting.
11. Provide positive support to the Head of Service to enable him/her to carry out the delivery and development of the service, and act as an advocate of change, innovation and modernisation.
12. Work with the HoS on specific projects, take a lead role in task & finish groups, and undertake a supportive management role in the monthly Registered Managers meeting.
13. Undertake a lead role on agreed service-wide projects to support the development of Adult Short Stay Services.
14. Undertake research and to take advantage of external opportunities to network and learn from others.

Note: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Care: Level 5 Diploma or above</li> <li>• Management: Level 5 or above</li> <li>• Registration with Care Quality Commission as a Registered Manager</li> <li>• Evidence of continuing development</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience in working with older people, preferably in reablement/intermediate care services</li> <li>• Managing and developing staff, including delivering effective staff appraisal and effective supervision practice</li> <li>• Leading a multi disciplinary team to ensure people return home as soon as they can</li> <li>• Managing risk in a residential or short stay setting</li> <li>• Managing budgets and using resources effectively</li> <li>• Business planning/strategy development</li> <li>• Service development and delivering innovation</li> <li>• Contract management and in ensuring that sound governance of contracts is in place</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Ability to evidence knowledge and understanding of the CQC assessment framework, evidencing compliance to a Good or Outstanding standard</li> <li>• Ability to use academic and national sources of evidence to deliver effective services</li> <li>• Ability to ensure that service users are at the centre of service delivery</li> <li>• Ability to demonstrate a positive attitude to people who access Adult Short Stay Services</li> <li>• Ability to lead and manage a service; the ability to enthuse others</li> <li>• Ability to initiate and deliver change</li> <li>• Ability to communicate at all levels</li> <li>• Ability to manage complex budgets</li> <li>• Ability to maintain effective quality assurance systems and evidence changes made when deficits are identified</li> <li>• Ability to evidence a visible commitment to equalities, support inclusive practice and meet diverse needs in service delivery</li> <li>• Ability to travel across a wide geographical area in a timely and flexible manner</li> <li>• Ability to develop further and to take part in internal and external development programmes</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• A working knowledge of national policies, the adult community care legal framework and policies and procedures relevant to managing a care centre/care home</li> </ul>

	<ul style="list-style-type: none"> <li>• Sound knowledge of current CQC requirements</li> <li>• Knowledge of the needs of people who access services and of unpaid carers, particularly around reablement and promoting independence</li> <li>• Knowledge of outcome tools, assistive technology and technology available to support service delivery, workforce planning.</li> <li>• Knowledge of the national policy direction for older peoples care and how developments in health and in housing impact on the demand for the services that KCC delivers</li> <li>• Knowledge of current data protection regulations and confidentiality issues</li> </ul>
<p><b>KENT VALUES AND CULTURAL ATTRIBUTES</b></p>	<p>Kent Values:</p> <ul style="list-style-type: none"> <li>• We are brave. We do the right thing, we accept and offer challenge</li> <li>• We are curious to innovate and improve</li> <li>• We are compassionate, understanding and respectful to all</li> <li>• We are strong together by sharing knowledge</li> <li>• We are all responsible for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p> <p>(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)</p>

# Organisational Responsibilities

All corporate directors, directors and senior managers have an explicit responsibility to deliver the collective agenda of the Council. These are fundamental elements of their role not an addition and are summarised as follows:

## Whole Council

- Seek to improve the lives of all residents in Kent and economy of Kent
- Act as corporate parent to the Council's looked after children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met.
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code).
- Advise elected members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives.

## Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies.

## Embedding Commissioning and Engaging relevant markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

## **Managing Change**

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance.
- Deliver to agreed budget and income targets.