

JOB DESCRIPTION

Job Title: Registered Manager – Supported Living

Accountable to: Chief Executive Officer

Responsible for: Supported Living (Vikings and Community)

Salary: c£55k per annum

Location: Harpenden

Hours: 37 per week

Contract: Permanent Full-time

MAIN DUTIES AND RESPONSIBILITIES

1. Work collaboratively with the Chief Executive Officer and other Registered Managers, fostering a culture of shared leadership and collective responsibility. Provide vision, guidance and direction to ensure that Harpenden Mencap's Supported Living Services are delivered to the highest standard, upholding the principles and values of personalisation, independence and social inclusion.
2. As a Registered Manager, ensure that the services meet and surpass CQC standards and Local Authority contract specifications promoting the safety, health and wellbeing of the people we support at all times.
3. Facilitate and lead staff, key stakeholders and users of services to promote creative and innovative ways to deliver support and care plans that meet the needs of the people we support and actively promote their citizenship within the local community.
4. Champion the roll out and effective use of digital support systems across the service, including but not limited to electronic care records, rostering, and people management platforms. Promote the adoption of these systems to enhance service delivery, streamline operations, and ensure compliance with best practice and regulatory requirements.
5. To be responsible for the recruitment, line management, training and development of a professional staff team that is committed to the provision of high quality, personalised support to users of the service, maintaining appropriate staffing levels at all times.
6. Contribute to the development and the implementation of organisational policies and procedures and ensure that staff receive mandatory induction training, regular supervision, annual appraisal and personal development and training as required.
7. Using sound business processes, plan for, and manage the day-to-day operations of the Supported Living Service ensuring that staff are equipped with the appropriate resources, advice and knowledge to enable the services to perform within government directives and regulatory requirements as appropriate. This includes participation in the out-of-hours arrangements in support of the 24-hour nature of service delivery.

8. To pro-actively participate in the overall setting and control of the operational and capital budgets ensuring that all costs are managed and that the service is financially viable and sustainable.
9. Design and develop imaginative approaches to service delivery which further enhance relationships with funders of services, partner organisations and principal agencies maximising income opportunities and promoting efficiencies.
10. Within the framework of Health and Safety Legislation, Safeguarding Procedures and general good practice ensure that the services provided are safe and of high quality, and that risks are recorded, regularly reviewed and reported as required.
11. To act as deputy for the Chief Executive Officer when required, to include; attendance at meetings and events, representation to external bodies, decision making and providing expert, professional advice when required.

General

1. To maintain standard of dress that is appropriate to the role and in accordance with the organisation's dress policy.
2. To maintain confidentiality at all times and to ensure respect for, proper observance of and adherence to Harpenden Mencap's confidentiality policy for all staff.
3. To safeguard all personal data and ensure that all records, whether paper or electronic are kept secure in line with the Data Protection Act 2018.
4. To attend regular supervision sessions with your line manager, regular team meetings and undertake relevant training as and when required.
5. To take all reasonable care of the health and safety of self and of other persons who may be affected by your acts or omissions. As regards to any duty or requirement imposed upon the organisation by or under any of the relevant statutory provisions, to co-operate with the organisation as far as it necessary to enable that duty or requirement to be performed or complied with.
6. To report to the Quality and Safety Manager and/or Chief Executive Officer any serious risks or your concerns over safety issues.
7. To work collaboratively with volunteers to ensure that their contribution enhances quality of service provision and support across the organisation.
8. To work at any other Harpenden Mencap location, as and when required.
9. To undertake any other duties which are consistent with the post.

This job description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the service.