

Respite Services.

JOB DESCRIPTION

Post: Registered Service Manager

Location: Norwich

Reporting to: Head of service

Responsible for: Team Managers, Rota Co-Ordinator's, Care Quality Co-Ordinator's

RESPONSIBILITIES OF THE POST

Principal purpose of the job role

The primary role of a Registered Service Manager at Independence Matters is to provide practice leadership and operational management of the service and ensure optimum support to individuals achieved. To oversee our support offer for people with Mental Health difficulties, learning disability, autism and other complex needs to enhance their role as equal members of the community. To ensure standards are adhered to and that we comply with all current legislation and regulations associated with managing support services. You will ensure new business opportunities are integrated and new processes are embedded into operations.

As a Registered Service Manager, you need to be prepared to work flexibly across a 7-day service to ensure continuity of service and support. You will be required to travel between different work locations in line with service integration and the needs of the people we support. You will also be required to undertake training and personal development activities as required.

This role provides leadership and direction to Team Managers, Rota Coordinators and Care Quality Coordinators across our respite services. You will ensure that service levels remain consistently excellent and that any new business is integrated safely and effectively in line with organisational standards and regulatory requirements.

Our services provide regulated support for adults with learning disabilities and autism, physical disabilities, mental health needs, dementia and other complex needs. We have three locations across Norfolk offering planned respite and being responsive to crisis and emergency placements. We work collaboratively with each person their families and other professionals to deliver truly person centred support in line with each individuals and families goals. .

We expect our leaders to be outstanding collaborators who work across teams, customers, service types, families/carers to ensure people and their families receive joined-up, seamless support. As a Registered Manager, you will actively challenge siloed working and promote a culture of shared learning, diversity, equity and continual improvement. You will help ensure that colleagues understand, value and champion the full range of services delivered by Independence Matters, not only the ones they work in.

Key responsibilities of the role (This list is not exhaustive)

Leadership & Service Management

- Provide strong, visible leadership to ensure high-quality, person-centred support.
- Oversee day-to-day operational management of the service, ensuring it meets regulatory and contractual requirements.
- Develop and embed a positive, inclusive culture that reflects organisational values.
- Lead service development, quality improvement and the implementation of best practice models.

Regulatory Compliance & Governance

- To hold CQC registration and ensure the service and staff are compliant with the Health and Social Care Act 92008) regulations.
- Ensure full compliance with all CQC fundamental Standards and relevant legislation (e.g., Health and Social Care Act, Mental Capacity Act, Safeguarding frameworks).
- Prepare for and lead regulatory inspections, including PAMMS, CQC inspections and internal quality improvement audits.
- Maintain accurate and up-to-date records, including support plans, risk assessments, incident logs and training records.
- Ensure appropriate reporting of safeguarding concerns, incidents and notifiable events, including submission of statutory notifications.
- Lead quality monitoring, internal audits, and service evaluation processes.
- Identify areas for improvement and implement Service Improvement plans.
- Analyse incidents, complaints, and feedback to drive service enhancements.
- Monitor and report on key performance indicators (KPIs) and service outcomes.
- Analyse quality data for any trends and patterns ensuring actions are appropriate and timely.

Person-Centred Care & Support

- Ensure each individual has a personalised support plan that reflects their needs, wishes, and outcomes. To ensure that each individual has a personal support plan and individual risk assessments which they have been involved in creating and which they own.
- Oversee support planning, risk assessments and ongoing review processes.
- Promote independence, choice, and dignity.
- Ensure customers are actively involved in decision-making, co-production and feedback processes.
- Oversee the delivery and embedding of Positive Behaviour Support (PBS), ensuring assessments, behaviour support plans, and proactive strategies are developed, implemented, and regularly reviewed in partnership with staff, specialists, and the people we support.

Staff Management & Workforce Development

- Recruit, supervise, and develop staff to maintain a skilled and competent workforce.
- Conduct regular supervisions, appraisals and performance management with direct reports.
- Oversee training compliance and ensure mandatory and specialist training requirements are identified and met.
- Ensure staffing levels are safe, effective and aligned with individuals' needs and commissioned hours.
- To effectively manage absence and performance in accordance with policy.

Safeguarding, Risk & Safety Management

- Act as the safeguarding lead for the service, ensuring staff understand and follow safeguarding best practise in line with policy.
- Ensure robust risk assessments are in place for the people we support, staff, and the environment.
- Oversee health and safety compliance, including fire safety, infection control, and housing checks (where appropriate)
- Promote a safe culture where concerns can be raised openly.

Partnership Working & Stakeholder Engagement

- Build and maintain positive relationships with commissioners, social workers, families, health professionals and external partners.

- Participate in multi-agency meetings and reviews.
- Represent the service professionally at internal and external forums.

Financial & Resource Management

- Manage service budgets, ensuring financial sustainability.
- Oversee staffing rotas, agency use, and commissioned hours to ensure efficient use of resources.
- Ensure accurate billing, record keeping and contract compliance.
- Authorise expenditure within agreed limits.

Strategic & Organisational Contribution

- Contribute to wider organisational goals, projects, service development initiatives and business opportunities.
- Provide regular reports to senior leadership on performance, risks, and achievements.
- Support tendering, mobilisation and transition processes where required.

Customer Service & Complaints Handling

- Ensure complaints are managed in line with policy and used to inform improvements.
- Promote a culture of open communication with customers and families.
- Ensure feedback is actively sought, recorded and acted upon.

Core Skills and competencies

Leadership & People Management

- Strong, motivational leadership skills with the ability to inspire and develop staff teams.
- Ability to manage performance, conduct supervision, and handle complex HR matters.
- Skilled at building a positive, inclusive, person-centred culture.
- Competence in safe staffing, rota oversight, and workforce planning.

Regulatory Knowledge & Compliance

- In-depth understanding of:
 - CQC Fundamental Standards

- Health and Social Care Act 2008 (Regulated Activities) Regulations
- Safeguarding frameworks
- Mental Capacity Act & DoLS/LPS
- Ability to lead inspections, audits, and quality assurance processes.
- Skilled in producing accurate, compliant documentation and reports.

Person-Centred Practice & Support Planning

- Ability to ensure personalised support plans and risk assessments are high-quality, regularly reviewed, and co-produced.
- Embed PBS and capable environments within person centred practice and support planning.
- Competence in promoting positive risk-taking and outcome-focused support.

Safeguarding & Risk Management

- Strong safeguarding knowledge, with the ability to respond to concerns and follow statutory processes.
- Competence in leading investigations, incident analysis, and learning reviews.
- Skilled in identifying, assessing, and mitigating risk for individuals, staff, and the service environment.

Communication & Relationship Management

- Excellent written and verbal communication skills.
- Ability to build effective relationships with:
 - People we support.
 - families and advocates
 - local authorities and commissioners
 - health and social care professionals
- Skilled at representing the service in multi-agency meetings and reviews.

Financial & Business Skills

- Competence in managing budgets, resources, and commissioned hours.

- Ability to create and analyse financial reports, monitor expenditure, and ensure cost-efficient delivery.
- Understanding of contract compliance and reporting requirements.

Quality Improvement & Problem-Solving

- Strong analytical skills to interpret data, audit results, and KPIs.
- Ability to identify service improvements and implement change plans.
- Skilled in reflective practice and promoting a learning culture.

Organisational & Time Management Skills

- Ability to manage competing priorities in a fast-paced regulatory environment.
- Skilled in planning, delegation, and overseeing multiple operational tasks simultaneously.
- Effective crisis management and decision-making abilities.

Digital & Administrative Competence

- Competence in using digital care systems, incident management platforms, and organisational software.
- Strong report-writing, record-keeping, and compliance documentation skills.
- Awareness of data protection and confidentiality requirements (e.g., GDPR).

Values, Ethics & Professionalism

- Commitment to dignity, respect, safeguarding, and human rights.
- Clear alignment with person-centred, strengths-based care principles.
- Ability to model professionalism, accountability, and integrity at all times.

PERSON SPECIFICATION

Knowledge

Essential

- Strong understanding of CQC Fundamental Standards and the Health and Social Care Act 2008 (Regulated Activities).
- Knowledge of outcome-focused support delivery.
- Understanding of positive behaviour support (PBS) frameworks.
- Knowledge of quality assurance frameworks and continuous improvement models.
- In depth knowledge of safeguarding legislation, local safeguarding procedures, and safer working practices.
- Comprehensive understanding of the Mental Capacity Act (MCA), Best Interest processes and Liberty Protection Safeguards (LPS).
- Awareness of health and safety requirements within social care settings, including risk assessment and incident management.

Experience

- Significant experience in a managerial or senior leadership role preferably within adult social care, ideally within residential services.
- Experience leading teams, including recruitment, supervision, performance management and staff development.
- Proven experience working within a regulated environment and contributing to or leading CQC inspections.
- Experience in managing safeguarding concerns, conducting investigations, and implementing protection plans.
- Demonstrable experience in developing person-centred care plans and managing complex support needs.
- Experience managing service budgets, staffing resources, and commissioned hours.
- Experience in building strong relationships with external partners such as local authorities, families, health teams, and commissioners.

Desirable

- Experience as a CQC Registered Manager or Deputy Manager within a regulated service.
- Experience supporting people with learning disabilities, physical disabilities, autism, mental health needs, or behaviours that challenge.
- Experience in service development, mobilisation, or leading change programmes.

Qualifications

Essential

- Level 5 Diploma in Leadership for Health & Social Care (Adults) or equivalent, or willingness to achieve this within an agreed timeframe.
- Evidence of ongoing professional development relevant to leadership or social care.
- Safeguarding training/experience.

Desirable

- Level 3 in Health & Social Care or equivalent as a foundation qualification (if Level 5 is still in progress).
- Training in Positive Behaviour Support (PBS), autism, mental health, or other specialisms relevant to the supported living customer group.
- Management or leadership training (e.g., ILM qualifications).

SPECIAL CONDITIONS

- The post is subject to the appropriate level of Disclosure and Barring check. (Enhanced with Adult Barring).
- The post holder will be required to work across different respite locations in line with the needs of the service.
- The post holder will be required to hold a full, clean driving licence and have access to a vehicle insured for business use.
- The post holder will be part of an agreed out-of-hours on-call rota to maintain continuous 24/7 emergency and operational cover.