

Independence Matters

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JOB DESCRIPTION

Post:	Registered Service Manager	Location:	Norfolk
Reporting to:	Operations Manager	Responsible for:	Team Managers Business Support Officer

RESPONSIBILITIES OF THE POST

1) Principal purpose of the job role

The primary role of a Registered Service Manager at Independence Matters is to lead the delivery of outstanding services in accordance with legislation, regulatory standards and contractual requirements. You will ensure new business is integrated and new processes are embedded into operations. You will ensure all Governance monitoring, reporting and actions are completed as required. You will achieve this through acting with integrity; value, respect and promote equality, diversity, dignity and inclusion.

You need to be prepared to work flexibly, be willing to undertake training and personal development activities as required, able to travel to different work locations

2) Context

Independence Matters provides a wide range of support services tailored to the needs of adults with learning and physical disabilities, young people in transition and older people, including people with dementia, and their families.

This role leads and directs a team of Team Managers delivering Home and Community Support services either across a geographical area or a particular discipline. The role is responsible for ensuring service levels are consistently excellent, and that new business is integrated to the service in accordance with those high standards.

This service provides Care Quality Commission registered support. We are located in the heart of the community, providing support for adults with learning disabilities and other complex needs. This support can range from three hours per day to 24 hours a day, 7 days per week. We work with customers to ensure they get the right support designed to build their confidence, empower, and maintain the level of independence that is right for them.

We expect our people to be up-to-speed with the current world of learning disability and/or dementia, know about the challenges and realities people face and understand the impact Independence Matters is trying to bring about.

We expect people to be brilliant at collaborating across teams, functions, service types and perspectives so that people with a learning disability and/or dementia and their families receive the joined-up support they need. Leaders will break down silos and cliques and challenge blinkered or habitual thinking. People will know and love all that Independence Matters does, not just the work they do.

3) Key responsibilities of the role

The role has responsibilities that focus on two areas: Quality and Relationships.

You will:

- Communicate and implement business strategies. Deputise for the Operational Manager as part of the leadership team to ensure business strategies are communicated and implemented locally.
- Understand current and future trends in the Adult and Children's Health and Social Care Sector and work collaboratively with key stakeholders on local strategies.
- Empowered to make decisions within parameters of delegated authority.
- Plan and direct the work of each service to ensure resources are utilised effectively and contract KPI's are delivered.
- Promote the welfare and safeguarding children/younger people and adults through adhering to company policy and strategy and recognise and report trends.
- Line management responsibility for the staff within area of accountability.
- Drive quality to ensure registered services receive a 'Good' rating at minimum and non-registered services achieve good outcomes from any audits.
- Understand the link between exceeding customer expectations and sustained profitable growth by ensuring your services operate as business units with a franchise mentality.
- Provide strong leadership, including the ability to influence, motivate and inspire others.
- To set and monitor performance objectives for staff.
- In line with company policies and procedures on performance management uphold the position of investigation manager and ensure fair and consistent evidence-based decisions are made to protect customers, staff and the company reputation.
- As required under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Regulation 17: Good governance and Regulation 12: Safe care and treatment:
 1. You will ensure that the services have developed and have clear responsibilities, roles, systems of accountability and good governance
 2. You will manage and deliver good quality, sustainable care, treatment, and support through quality improvements following audit and trends analysis and lessons learnt, and
 3. You will act on the best information about risk, performance, and outcomes, and share this with others when appropriate and across all services.

This job description is not exhaustive and reflects the type and range of responsibilities and outcomes associated with this role in Independence Matters

4) Person Specification

Essential skills & abilities

- Excellent interpersonal skills, with the ability and confidence to generate and build effective relationships with colleagues, customers and stakeholders.
- Health and Social Level 5 Diploma or equivalent qualification or working towards.
- Good ICT skills and competency using Microsoft Office.
- Demonstrate the ability to work on own initiative.
- Flexibility regarding working hours to participate in an out-of-hours on-call rota (weekends and/or evenings).

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- Takes responsibility for their own development.
- Initiative and confidence to make decisions.
- Ability to work calmly, efficiently and accurately under pressure.
- Holds a valid, clean driving licence.

Essential knowledge and experience

- Proven experience of being a leader and manager with evidence of coaching and mentoring others to achieve desired outcomes.
- Relevant social and health care experience.
- Proven experience of being a leader and manager with evidence of coaching and mentoring others to achieve desired outcomes.
- Evidence of change management and resilience building.
- Evidence of ability to successfully communicate with a range of different audiences.
- Understanding of Quality Assurance Frameworks for Registered and Unregistered services.
- Working knowledge of Children and Adult and Mental Health Services frameworks.

5) Special Conditions

- The post is subject to the appropriate level of Disclosure and Barring check.
- The post requires the holder to obtain CQC registration to remain in position.
- It is envisaged that the post holder will be required to work across customer groups and within different services should the need arise.
- Where the role requires driving ability the post holder must hold business insurance for their car.