Renfrewshire
Health & Social Care Partnership

JOB OUTLINE

DEPARTMENT:	Renfrewshire Health and Social Care Partnership	**SECTION:**	Care at Home
POST TITLE:	Registered Manager	**POST ID:**	
GRADE:	Grade 10	**LOCATION:**	Renfrewshire
REPORTING TO:	Operational Manager (Care at Home)		

PRINCIPAL ROLE:

As a dynamic and experienced Registered Manager, you will lead our Care at Home service towards achieving its operational and strategic goals and objectives. With strong leadership skills and a proven track record in managing teams effectively, you will inspire and motivate staff while ensuring operational excellence.

You will manage the registered services for Care at home across Renfrewshire and ensure that standards and requirements set by regulatory bodies such as the Care Inspectorate or Scottish Social Services Council (SSSC) are achieved and maintained.

As a member of the Care at Home Senior Management Team, you will manage and lead multi-disciplinary teams providing Care at Home services across Renfrewshire and be responsible for the management of directly provided services for adults and older people by Renfrewshire Health and Social Care Partnership, ensuring effective and safe care is in place for people who use our services.

You will ensure that all training and professional development needs for multi-disciplinary team members are met whilst ensuring key aspects of service delivery are managed and developed, such as including service registration, budget management, workforce planning, organisational development, recruitment and selection, and maintaining policies and procedures. You will support governance across the Care at Home service, whilst identifying opportunities for continuous improvement in line with the HSCP's Strategic and Financial Plans.

Key tasks for which the postholder will be responsible:

Leading and Managing the Service

1. Manage and lead daily operations of the Care at Home service, ensuring that all teams and areas function efficiently and effectively each day.

2. Act as the main point of contact for the service as a Registered Manager, responding to inquiries, escalations, and feedback regarding the Care at Home service.

3. Work with the Care Inspectorate and the Scottish Social Services Council to ensure Care at Home services meet and exceed the required standards, whilst leading the service through periods of inspection.

4. Provide leadership and management of Care at Home functions and contribute to the wider leadership and management of Council and HSCP services.

5. Manage and mentor service delivery managers, fostering a culture of collaboration and continuous improvement across the service.

6. Ensure compliance with relevant regulations and standards set by governing bodies such as the Care Inspectorate and the Scottish Social Services Council, maintaining the highest level of integrity in all operations.

7. Support the development, implementation and monitoring of procedures and systems to support, manage and monitor the work of Care at Home services, whilst working with other service areas such as hospital discharge, to ensure that wider key performance indicators are supported and met.

8. To establish positive, constructive working relationships with internal and external stakeholders such as Trade Unions, ensuring that effective and proactive communication is maintained.

9. Prepare reports and briefings for a wide range of audiences including the HSCP Senior Management Team and Council boards.

10. Develop, manage, monitor, and review key performance indicators for the service, gathering feedback from staff and people who use our services to identify areas for improvement.

People who use our Services and Relationship Management

11. Develop and maintain strong relationships with people who use our services, and their families or representatives.

12. Gather and use business intelligence to inform service design and the development of strategies, including devising and applying methods of measuring service user, unpaid carer and staff satisfaction, experiences, and expectations.

13. Investigate, address, and respond to complaints within set timescales and where required conduct investigations and carry out disciplinary procedures in line with RHSCP policies and procedures.

14. Oversee and be responsible for ensuring that all personal planning and review work is maintained and delivered within agreed timescales, whilst ensuring that plans meet peoples outcomes.

15. Report and undertake notification processes to regulatory bodies as required in relation to the service and service delivery.

Financial Planning and Management

16. Ensure that services are delivered within agreed budgets, whilst maintaining high levels of service quality and being responsible for ensuring data related to service demand and capacity is managed, analysed, and presented to be understood by a range of stakeholders.

17. Ensure delivery and compliance of appropriate systems and processes to support financial governance within the service and ensure that delegated budgets are managed in accordance with financial regulations and Council policy.

18. Identify areas for service development and efficiency and analyse and report on the potential impact of service demands on agreed financial targets.

Managing the Team

19. Provide advice, support, guidance and leadership to team members and other staff responsible for development and delivery of services.

20. Lead, manage and direct Care at Home services operating across Renfrewshire, dealing with staffing matters in accordance with the Council's personnel policies and procedures, including recruitment, training and development, supporting attendance, disciplinary and health and safety.

21. Develop and implement workforce plans for the Care at Home Service including effectively managing the recruitment, induction, and ongoing training needs of the service, providing the opportunity for all team members to develop and deliver high personal performance on an ongoing basis.

22. Ensure that staff are supported timeously through mechanisms such as supervision and observations of practice.

23. Ensure compliance within the team with all relevant HSCP policies and procedures.

24. Ensure compliance, governance and appropriate use of relevant IT and recording systems throughout the service.

General Management Responsibilities

25. Chair and participate in meetings and other multi-agency/multi-disciplinary processes to ensure effective integrated working.

26. Ensure the implementation and review of efficient and effective business policies and processes, whilst monitoring the associated performance and compliance.

27. Support delivery of associated delayed discharge targets for RHSCP, ensuring people spend the minimum time in a hospital bed when deemed fit for discharge.

28. As part of the Care at Home Senior Management Team, design, develop and implement Business Continuity Plans for the service and manage aspects of the business continuity test regime, ensuring its effectiveness and to validate staff understanding of roles and responsibilities within the plan.

29. Monitor existing levels of service with a view to responding quickly and sensitively to changing demands within the community, including the deployment and development of resources, to ensure priorities are met effectively and key performance targets are achieved.

30. Adhere to the HSCP's commitment to health and safety, supporting attendance, equal opportunities, and compliance with all relevant policies.

31. Provide management cover on a rotational basis out with normal working hours including weekends, evening, and public holidays.

32. Understand and adhere to Renfrewshire Council's Adult Support and Protection & Child Protection Procedures.

This description is indicative of the nature and level of responsibilities and associated with this job. It is not exhaustive, and the job holder will be required to undertake other duties and responsibilities commensurate with the grade