

**JOB DESCRIPTION**

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| **Job Title** | **Location** |
| **Registered Manager,****Croft Communities Residential Service** | **Croft Communities Residential Service****71 Bloomfield Road****Bangor****BT20 4UR** |
| **Accountable To** |
| Head of Service, Living Options  |
| **Purpose of the Job** |
| **Service Description**Croft Communities Residential Service provides 24-hour care for adults with learning disabilities with or without physical disabilities. The Service has permanent beds and respite provision that is registered and regulated by RQIA.**Mayne House** is a Residential Care Home and supports residents to live a full and meaningful life and receive care appropriate to their needs and wishes.**Croft Lodge** is a Respite Service that has temporary stay beds. Respite users that would avail of planned respite through a schedule where dates are allocated in advance with the individuals, their families and the Health and Social Care TrustThis registration also includes responsibility and oversight of **Croft Day Services**, which provides adults with learning disabilities a quality package of Day Care in partnership with other agencies, to encourage independence with appropriate support and to utilise all opportunities for integration into the community. **Job Role**As Registered Manager, you will hold a key leadership role, ensuring that the service operates in compliance with regulatory standards and delivers high-quality care and support. You will be registered with RQIA and be accountable for ensuring the service meets Residential Care Agencies Regulations (Northern Ireland) 2011 and the Department of Health Residential Care Agency Minimum Standards. You will be accountable for ensuring that all regulatory requirements and standards are met and maintained.You will hold a shared responsibility in the organisation as a manager in realising Cedar Foundation’s vision and upholding the organisation’s values as part of a wider team of leaders. The post holder will be a motivated, enthusiastic individual who can build strong relationships both within West Belfast Living Options and across the organisation to influence others to achieve their best. |
| **Salary/ Hourly Rate** | **Hours of Work** |
| Starting at £40,777 per Annum  | 37 hours per week Monday to Thursday: 9am – 5pm, Friday: 9am – 4.30pm |
| **Closing Date** | **Length of Contract** |
| 22nd July 2025 at 10am | Permanent |

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| **Our Benefits** |
| * 23 days annual leave and 12 statutory days (pro rata).
* Pay progression, with annual incremental pay increases on salary scale
* Flexi-time policy.
* Enhanced auto-enrolment pension scheme consisting of 5% employee contribution and 4% employer contribution.
* Occupational Sick Pay Scheme.
* Investor in People Platinum accredited organisation with commitment to development of the staff team through training and learning opportunities.
* Staff recognition & reward incentives aligned to high standards of performance and value-based work.
* Cycle to work scheme.
* Health Cashback scheme (including access to 24/7 Doctor’s Line & counselling services).
* Special offers at over 600 leading high street and online retailers.
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| **Our Vision, Mission and Values** |
| **Our Vision** is an inclusive society for all.**Our Mission** is to support individuals and families living with disability, autism and brain injury to live the lives they choose. **Our Values** are **C**ollaboration, **E**quality, **D**ignity, **A**chievement, **R**esilience. |

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| **Key Duties and Responsibilities of Registered Manager under Regulation & Quality Improvement Authority** |
| **Regulatory Compliance*** Ensuring the care service meets the standards and requirements set by RQIA: Residential Care Agencies Regulations (Northern Ireland) 2011 and the DHSS&PS Residential Care Agency Minimum Standards
* Staying up to date with changes in regulations and implementing necessary changes within the service to remain compliant.

**Quality Assurance*** Monitoring and evaluating the quality of care being provided to ensure that the service meets RQIA standards and guidelines.
* Participating in inspections and audits conducted by RQIA, as well as ensuring that any recommendations or requirements resulting from inspections are addressed.

**Leadership and Management*** Providing strong leadership to the staff, including ensuring effective communication and teamwork.
* Managing and supporting staff, overseeing recruitment, induction, training, performance appraisals, and supervision to maintain a competent workforce.
* Developing policies and procedures that align with RQIA standards and ensuring that staff are fully trained and aware of these policies.

**Safeguarding and Safety*** Ensuring the safety and well-being of service users, including implementing safeguarding protocols and responding promptly to any concerns about abuse or neglect.
* Overseeing risk management procedures to minimize potential hazards and incidents and ensuring that appropriate reporting and investigation mechanisms are in place.
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| **Key Duties and Responsibilities** |
| **Customer*** Ensure service is delivered in line with the Statement of Purpose
* Contribute to the process of assessment for the service by managing and monitoring referrals. This will require you to meet and work with new referrals in their current residence that may be a hospital environment.
* Coordinate admissions of individuals to the service.
* Ensure awareness and implementation of appropriate application of The Human Rights Act 1998.
* Take responsibility for coordinating all relevant risk assessments, ensuring that they are reviewed and updated.
* Ensure care/support plans are in place for all service users. Carry out regular audits to quality assure these documents are accurate and current.
* Ensure care/support is tailored to the needs and preferences of each service user, promoting dignity, choice and independence.
* Ensure high standards of personalised support and care for individual service users within their home.
* Monitoring care/support plans to ensure that they are being implemented effectively and reviewed regularly in consultation with service users, their families and other professionals.
* Engage with service users and their families to gather feedback and address any concerns or complaints in a timely and effective manner.
* Promote co-production at all levels within the service.
* Ensure contract compliance with Commissioning Health Trusts.
* Maintain effective relationships with the key stakeholders in the statutory and voluntary sector.
* Take the lead during emergency situations, assist, and relieve staff as required.
* Oversee and ensure that all staff effectively manage behaviours of concern in a safe manner to protect the service user and staff.
* Ensure Cedar embed User Engagement and co-production in all aspects of our work supported by the Organisational Development Department, including user involvement at recruitment.

**Financial*** Work with line manager to establish service budget and report against expenditure.
* Ensure that the service operates to agreed budgets and support finance improvement planning.
* Produce weekly statistics to support invoice preparation for Health Trusts within set time frames.
* Monitor and ensure that all financial transactions for service users are recorded and administered in accordance with Cedar Policies and Procedures.
* Produce and manage staff rotas in line with service user needs and commissioned hours.
* Check employee timesheets and submit relevant data by agreed timescales for payroll and strategic level reporting.

**Internal Processes*** Ensure regulatory and quality standards are met, participate in preparation and facilitation of audit and inspection as relevant to the organisation and operational need.
* Ensure full understanding and compliance with RQIA requirements for the Registered Manager function (as above).
* Ensure compliance with Cedar Foundation’s ISO 9001:2015 quality management system.
* Ensure regular audits are completed and corrective actions are implemented within agreed timeframes to ensure quality objectives are met.
* Champion the use of technology to enhance operations, ensuring staff competency in the service user information system and corporate services digital platforms for staff communication, financial and HR processes.
* Contribute to operational decision making and ensure the Living Options Directorate’s objectives are effectively communicated to staff teams via their personal workplans.
* Ensure high standards of governance of Cedar’s records management in compliance with GDPR.

**Incident Management*** Ensure all incidents are managed in line with procedure, including no-delay onward reporting within Cedar and externally to relevant professionals as directed.
* Incidents to be sent to as appropriate to Health and Social Care Trusts, RQIA, & Health and Safety Executive.
* To conduct investigations as to why incidents, occur and ensure accurate records are maintained for onward reporting.
* To monitor incidents and concerns in the service to identify trends, patterns and preventative actions.
* To participate in lessons learnt discussions for shared learning and continuous improvement.

**Health & Safety*** Ensure systematic monitoring of all health and safety issues in line with Croner risk management system, including regular compliance audits.
* No delay reporting of accidents and near misses.
* To contribute to and comply with business continuity plans and risk assessments for the service.

**Organisational Capacity***Employee Management** Work with the Head of Service to ensure that appropriately qualified and experienced staff are recruited in accordance with Cedar HR policies and procedures
* Ensure that all staff complete a full induction in accordance with the Cedar corporate induction and the service induction
* Ensure all staff have a workplan and personal risk assessment in place that is regularly reviewed through the annual appraisal process.
* Effectively apply the probation process and contribute to decisions regarding ongoing performance.
* Provide regular supervision to employees for coaching and mentoring support, to review of performance and monitor training.
* Ensure to undertake debriefs post incident/accident with staff as required and necessary and ensure relevant support is offered and provided.
* Track and manage employee absence in line with Cedar’s policies and procedures.
* Comply with Cedar HR policies and procedures for all aspects of the employee journey.

Team Leadership* Provide leadership to the team, acting as a positive role model at all times.
* Establish and promote a supportive, fair, open and inclusive culture that encourages and enables all parts of the team to achieve a positive working experience in the services they deliver.
* Ensure all staff are aware of Positive Behaviour Support practices and Trauma Informed Approaches to support best practice.
* Conduct regular team meetings, develop and maintain effective communication systems within the service.
* Ensure delivery of Cedar’s Staff Recognition and Reward policy within the staff team

Training & Development* Identify staff training needs and encourage a culture of learning and development.
* Contribute to the training and development of staff, ensuring that all staff receive necessary and ongoing training, including updates on regulatory requirements and best practice guidelines.
* Participate in Learning and Development planning for sustaining key competencies for the Registered Manager post.

*Service Development** Support Cedar/Head of Service to influence key policy makers by promoting Cedar service impact that demonstrates innovative work and exemplars of best practice for people with disabilities.
* Promote innovation and change to underpin the modernisation of business practice and services
* Play a role in the annual Business Planning and Review Process by engaging in staff focus (SWOT) groups.
* Support a Collective leadership approach in the delivery of Cedar’s Strategic plan and the key objectives of the service.

**General*** To always undertake your role in a professional manner maintaining a high-quality standard of work, and to work in accordance with the aims, values and ethos of the Cedar Foundation.
* Adhere to the Standards of Practice associated with professional bodies (e.g. NISCC, NMC etc.)
* At all times work within current legislation.
* To adhere at all times to all Cedar organisational policies and codes of conduct.
* The willingness and ability to work flexibly to meet the requirements of the role as set out in your workplan, including travel where required to carry out all duties and responsibilities.
* Participate with weekend/Public Holiday on call rota (on a rotational basis) to ensure governance arrangements out of hours.
* Undertake relevant projects and initiatives which positively support the vision, values and objectives set out in Cedar’s Strategic Plan and Innovation work.
* To participate positively and professionally in team meetings, supervision and appraisal processes.
* To be self-aware and attend training on a regular basis to ensure that all mandatory and personal training and development needs are met in line with organisational requirements.
* Understand that this post may evolve over time and that this job description will therefore be subject to review in the light of changing circumstances. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.
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*This Job Description is a general outline of the post as it is currently perceived by The Cedar Foundation. It is not intended to be restrictive or definitive. Each member of staff will have an individual work plan agreed with them following appointment to the post, which is aligned to the organisation’s strategic plan. The responsibilities of the post may change in line with continuous improvements as Cedar aims to meet its vision and best respond to the needs of disabled people accessing our services.*

**PERSONAL SPECIFICATION**

***CRITERIA –*** *all applicants MUST be able to demonstrate either at short-listing or at interview all essential criteria listed below. Applicants should therefore make it clear on their application form whether or not they meet the required criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.*

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| **Essential Criteria** |
| **Criteria** | **Assessment** |
| 1. | *Applicants must have the appropriate combination of qualification, registration and experience to be a registered Manager of a Residential Care Service. You must meet at least one of the following:*A professional Social Work qualification and registered on the appropriate part of the Northern Ireland Social Care Council (NISCC) register, without condition. A first level registered nurse on the appropriate part of the Nursing and Midwifery Council register.   An allied health professional registered with the Health Professional Council **AND** minimum of four years’ work experience in any health or social care setting with people who have significant needs and have behaviours which challenge. **At least** two years of this experience must be in a relevant operational management capacity in a health and social care setting. A Level 5 Diploma in Leadership for Health and Social Care Services (Adults’ Management) Wales and Northern Ireland and be eligible for registration on appointment **AND** A minimum of five years’ practice experience in any Health and Social Care setting. **At least** three years of this experience must be in a relevant operational management capacity in a Health and Social care setting. | ApplicationConditional offer checks |
| 2. | Experience of managing within a Registered/Regulated Service. | Application/Interview/ Probation |
| 3. | Demonstratable experience of working with people with learning disabilities, and any associated physical needs. | Application/Interview / Probation |
| 4. | Demonstratable experience and knowledge of resource & budget Management. | Application/Interview/ Probation |
| 5. | Proficient in Microsoft Office including Excel and Word. | Application/Probation |

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|  **Values Competencies**  |
| **Criteria** | **Assessment** |
| 1.  | **Collaborative** working and the ability to work in a team to deliver our vision and strategic aims | Interview / Probationary |
| 2. | Commitment to building a community that recognises **Equality** and **Diversity**  | Interview / Probationary |
| 3. | Ability to support service users to **Achieve** their full potential | Interview / Probationary |
| 4. | Committed to ensuring the provision of high-quality person-centred services. | Interview / Probationary |
| 5.  | Demonstrating **Resilience** to meet the objectives of the job | Interview/ Probationary |

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|  **Leadership and Manager Role Competencies**  |
| **Criteria** | **Assessment** |
| 1.  | **Providing direction** - We expect all Leaders and Managers within Cedar to ensure objectives are clear and people are actively encouraged to participate in planning these. As a result, we expect each person to support the achievement of our vision, mission and values. As part of this process we expect Leaders and Managers to inspire, motivate and demonstrate good governance in the achievement of that vision. | Application/Interview |
| 2. | **Facilitating change** - We expect our Leaders and Managers to be passionate about facilitating change to enable Cedar to respond to the changing needs of people with disabilities, autism and brain injury. We want leaders to encourage collaboration with stakeholders and to be innovative in responding to change in a way that upholds Cedar’s values and demonstrates continuous improvement. | Application/Interview |
| 3. | **Leading, Managing and Developing People** - We expect our Leaders and Managers to develop, recognise and value individuals and teams. We want our Leaders and Mangers to build relationships, networks and partnerships that enables people to perform at their best in line with Cedar’s values and the promotion of a ‘can do’ culture. | Application/Interview |
| 4. | **Using resources** - We expect our Leaders and Managers to effectively and efficiently secure and use resources, including financial resources, procurement of products and services, appropriate use of physical resources and the creative use of technology, including information and knowledge, to promote the delivery of Cedar’s vision. | Application/Interview |
| 5.  | **Achieving results** - We want to achieve the best possible outcome for every individual who uses our services. This includes learning from others to improve knowledge, explore new approaches and nurture innovation. Our Leaders and Managers will set high standards based on clear benchmarking with best in class organisations. | Application/Interview |
| 6. | **Managing self & personal skills** - We expect every Leader and Manager to take ownership for their own learning and development, constantly looking to the future, self-assessing and creatively responding to personal development opportunities. | Application/Interview |

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| **Conditions of Employment** |
| **Requirement** | **Assessment** |
| 1. | The Right to Work in the UK. | Provide original Right to Work documentation |
| 2.  | Provide 2 satisfactory references, one being from the most recent employer. | Give the name and contact details of referees in the application form. |
| 3.  | Able to fulfil the Occupational Health requirements for the post which includes being physically and mentally fit for the purposes of the work. | Complete and return the Medical Questionnaire and attend an Occupational Health Assessment, if required. |
| 4.  | Have a full current driving licence and access to a vehicle for the purposes of work. Business Insurance is required.*This criterion will be waived in the case of a suitable applicant who has a disability, which prohibits them from driving but who is able to organise suitable alternative arrangements in order to meet the requirements of the post in full.* |  |
| 5. | Enhanced Access NI check. | Apply for an Access NI check online and provide the relevant ID without delay. |
| 6. | NISCC registered or willing to register within 6 months of commencing employment.  | Register with NISCC ORProvide evidence of NISCC registration relevant to role. |

# **THE CEDAR FOUNDATION IS AN EQUAL OPPORTUNITIES EMPLOYER**