



**National Star**

Realising the aspirations  
of people with disabilities

## **JOB DESCRIPTION**

### **JOB TITLE: Registered Manager**

**No. 1 Ledbury Road - Hereford**

#### **Organisational Responsibilities**

- Reports to Head of Long Term Living Services
- Responsible for:
  - Deputy Manager
  - Senior Facilitators
  - Facilitators
  - Cook
  - Housekeeper

#### **Context of Role:**

National Star's mission statement is to enable people with disabilities to realise their potential through personalised learning, transition & lifestyle services.

The Registered Manager is responsible for the overall management, compliance, and quality of care and support delivered at No 1 Ledbury Road. They will ensure compliance within CQC regulations and National Star's Policy and procedures, whilst ensuring high standards of service delivery.

The Registered Manager will oversee day-to-day operations, ensuring efficient and effective functioning of the service. Manage staffing, rotas, and resources to meet resident, conducting regular audits, assessments, and inspections to maintain compliance.

The Registered Manager will have overall responsibility for staff management, whilst fostering a positive and caring work environment, providing leadership and support to the team, residents and residents' families.

The Registered Manager will oversee the development and implementation of resident's care plans. Monitoring, and assessing the quality of care provided, and adjusting as necessary. They will maintain effective communication with residents' families, staff, and external stakeholders, collaborating with healthcare professionals, social services, and community organizations as needed.

The Registered Manager will have responsibility for the financial management of the service by effectively managing budgets, expenses, and financial resources effectively, ensuring financial viability while maintaining quality care standards.

The Registered Manager will provide effective leadership, vision, and motivation, managing and developing a multidisciplinary team to deliver high standards of professional and

personal conduct in a Residential Home setting that cares for residents with a variety of needs.

After a period of probation and settling onto role, the manager must be registered with the Care Quality Commission, working to ensure that the home strives to deliver outstanding services maintaining quality and compliance within CQC regulations whilst leading the team to provide a safe, happy and inspirational environment, where residents are encouraged and given guidance to maintain and maximise their potential. Supporting residents to make the best use of opportunities available to them will be at the heart of every member of your team's practise and you will lead by example.

The Registered Manager will continuously develop the long term provision, collaborating with a multidisciplinary organisational team to support the attainment of National Star's Cultural, Strategic and Operational Objectives.

### **Key Responsibilities:**

1. To ensure that the highest standards of person led care is provided for all service users according to their requirements.
2. To ensure that residents have the necessary resources and opportunities to maintain and develop their independence.
3. To ensure there is appropriate staffing levels, equipment, and resources available provided within a safe environment.
4. To liaise, support and lead where necessary with other professionals across the organisation and externally to ensure that residents receive individualised provision that meets their requirements.
5. To liaise effectively and confidently with parents/guardians and other outside agencies. Ensuring all staff under your supervision communicate professionally with these and other interested parties.
6. To be a proactive manager, pre-empt concerns before they are raised and ensure residents and other stakeholders have easy access to discuss their experience at National Star.
7. Dealing with any issues or complaints raised within your area promptly and with effective resolution.
8. To refer residents to other professionals within or independent of the organisation when requested or appropriate.
9. Developing positive working relationships within the team and dealing with any issues or complaints raised promptly.
10. To promote high standards across all areas and actively manage performance of staff accordingly.
11. Giving and receiving formal supervision and appraisals. Ensuring development meetings take place with all direct reports using the performance management procedures

12. To follow and participate in policies and procedures relevant to your work level, including probation procedures, capability procedures, and investigation procedures.
13. To ensure the residence is fully compliant with all CQC Regulations.
14. To ensure all records kept by staff are accurate and presented in a manner consistent with Social Care Act 2008 and in line with CQC Compliance.
15. Through the Registered manager liaise with the CQC and/or the lead Inspector of the home as and when necessary.
16. To ensure the highest grades are obtained during CQC Inspection, striving, as a minimum, to be Good in all areas and wherever possible demonstrate Outstanding practice.
17. To demonstrate positive impacts for service users and use evidence towards this during Inspection.
18. To administer medication and monitor the medication being administered to people in your care.
19. To encourage and support the residents being actively involved in the community and experience a varied and enjoyable life.
20. To work within prescribed budgets.
21. Accountable for the recruitment process in your areas, ensuring all new starters to your team are onboarded successfully.
22. Accountable for ensuring that accurate payroll data is collated and provided in a timely manner for payroll processing
23. To support the strategic aims of the organisation, participating in working groups where appropriate.
24. To work cohesively within the wider Residential Management team, providing consistency across the service and sharing good practice.
25. Demonstrate personal commitment to equality to ensure we develop a community which celebrates and values diversity.
26. Act within the organisation health and safety policy and procedures so as to ensure a safe working environment.
27. To carry out other duties as determined from time to time by the Head of Long Term Living and/or Director of Services.

## **Qualifications and Requirements**

Holding a level 5 qualification or above in Health & Social Care or related qualification in healthcare, social care, nursing, or care management.

Proven experience in a similar managerial role within a care or residential setting.

Comprehensive understanding of CQC regulations and compliance requirements.

Strong leadership, communication, and organizational skills.

Ability to manage budgets and financial resources effectively.

Commitment to fostering a positive and caring environment for residents and staff.

After a probation period, the manager must be registered with the Care Quality Commission.

## **Safeguarding**

National Star takes seriously its responsibility for safeguarding and is committed to safeguarding and promoting the welfare of young adults and children. Therefore we require that all staff share this and act accordingly by applying organisational policy and procedure and attend safeguarding training

## **Equality & Diversity**

Through personal example and clear action demonstrate commitment to equality and diversity ensuring equality of access and treatment in employment and service delivery to all.

## **Health & Safety**

Promote the organisation's Health and Safety at Work Policy and Procedure and ensure these are implemented effectively within the department.

### **PERSON SPECIFICATION – Residential Manager**

<b>ATTRIBUTE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Qualifications	<ul style="list-style-type: none"><li>➤ Relevant qualification at level 5 or above.</li></ul>	<ul style="list-style-type: none"><li>➤ Degree in healthcare management, social work, nursing, or a related field.</li></ul>
Management Experience	<ul style="list-style-type: none"><li>➤ Minimum 5 years' experience in residential care</li><li>➤ Minimum of 3 years management experience at a senior level with</li></ul>	

	<p>a proven track record of effectively managing and leading a team</p> <ul style="list-style-type: none"> <li>➤ Experience of working with autistic people, learning difficulties and /or physical disabilities.</li> <li>➤ Proven ability to make sound decisions under pressure and resolve complex issues effectively.</li> <li>➤ Strategic thinking and problem-solving skills to address operational challenges.</li> <li>➤ Proficiency in using relevant software and systems for managing records, scheduling, and administrative tasks.</li> <li>➤ Dedication to maintaining and improving the quality of care and services provided.</li> <li>➤ Willingness to stay updated with industry developments, trends, and best practices.</li> </ul>	
Care & Clinical Expertise	<ul style="list-style-type: none"> <li>➤ Knowledge of care planning, assessment, and delivery of care services.</li> <li>➤ Understanding of best practices in healthcare, including infection control, medication management, and health and safety protocols.</li> </ul>	
Skills/knowledge	<ul style="list-style-type: none"> <li>➤ In-depth understanding of relevant regulations and standards governing care facilities (e.g., CQC framework, Health and Social Care Act).</li> <li>➤ Experience in ensuring compliance with regulatory requirements and maintaining necessary documentation.</li> <li>➤ Excellent level of verbal and written communication skills and numerical skills.</li> <li>➤ Problem solving skills.</li> <li>➤ Self-reliance.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Functional I.T. skills.</li> <li>➤ Sound Business Knowledge</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Adaptability and Resilience</li> <li>➤ Able to administer and monitor effective administering of medication.</li> <li>➤ Administrative skills.</li> <li>➤ Strong interpersonal skills to foster a positive and supportive environment within the facility.</li> </ul>	
Financial Management	<ul style="list-style-type: none"> <li>➤ Experience in managing financial aspects of a care facility while ensuring quality care provision.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Proficiency in budgeting, financial planning, and resource management</li> </ul>
Personal	<ul style="list-style-type: none"> <li>➤ Demonstrate the necessary attributes to prove suitability to hold Registration with the CQC.</li> <li>➤ Demonstrates genuine care and concern for residents and their families.</li> <li>➤ Shows empathy towards staff and their needs, understanding the challenges they face in delivering care.</li> <li>➤ Adheres to high ethical standards and maintains integrity in all dealings.</li> <li>➤ Upholds confidentiality and respects the privacy of residents/clients and staff.</li> <li>➤ Ability to adapt to changing circumstances and work effectively in a dynamic environment.</li> <li>➤ Flexibility in managing schedules and handling unexpected situations.</li> <li>➤ Maintains composure and professionalism in stressful situations.</li> <li>➤ Exhibits resilience and the ability to manage pressure while ensuring quality care.</li> <li>➤ Pays meticulous attention to detail, ensuring accuracy in documentation and care plans.</li> <li>➤ Focused on maintaining high standards in all aspects of the facility's operations.</li> <li>➤ Encourages teamwork and fosters</li> </ul>	

	<p>a collaborative work culture.</p> <ul style="list-style-type: none"> <li>➤ Leads by example, demonstrating professionalism, dedication, and a positive attitude.</li> <li>➤ Inspires and motivates the team to perform at their best.</li> <li>➤ Respects and values diversity, ensuring inclusivity in care practices and interactions.</li> <li>➤ Culturally sensitive and aware of different needs and backgrounds among residents and staff.</li> </ul>	
Other	<ul style="list-style-type: none"> <li>➤ Able to work at a variety of locations if required and make own travel arrangements.</li> <li>➤ Ability to work weekends and unsociable hours.</li> <li>➤ Able to be flexible around business need when taking holiday</li> <li>➤ Demonstrate a constantly high level of work, building a positive and effective relationship with the CQC and Inspectors.</li> </ul>	