

Building homes,  
independence  
and aspirations



## Job Profile

Job Title	Clinical Registered Manager
Reports to (job title)	Director of Clinical Practice
Job Reference No.	HOMEJD707

### The job in a nutshell...

As the Clinical Registered Manager you will act as a compassionate and knowledgeable leader ensuring the delivery of a high quality, safe and cost effective person centred service in line with CQC Fundamental Standard regulatory requirements.

You will lead a small multidisciplinary team which is made up of other clinicians and support coordinators who will deliver care to a small group of customers with complex needs. Your primary focus will be to ensure this new service is set up to maintain highest levels of customer safety and support integration back into a community environment.

A Clinically qualified registered manager at Home Group acts as the lead for all activity within the service and will be responsible for oversight of all professionals and support workers within the team. You will have professional support from our central corporate clinical team and be accountable to the Clinical Director.

Responsibility for delivering safe interventions, assessment and plans will sit with you, using the skills and expertise of your clinical team to effectively manage the complexity of customer. You will ensure the principles of good clinical governance are adhered to.

You will lead a team including other clinicians working together to improve customer's quality of life and maximise independence as well as making it a great place to work.

### What success will look like...

Well-Led: Using your clinical experience you will ensure the competence of your multi-disciplinary team through a process of observation and assessment, whilst integrating clinical practice oversight from the central clinical team.

You will develop and deliver training and coaching to enhance the knowledge and skills of the teams in addition to promoting regular, honest and supportive feedback within the working relationship.

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A key activity is to ensure the service(s) meets and exceeds the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission Guidance (Fundamental Standard Regulations)

**Safe:** You will use your skills to effectively manage the service to ensure customers are kept safe and protected from abuse.

To deliver the best quality of life and independence to our customers we use Positive Behaviour Support as fundamental to our approach. Working within this framework you will maintain oversight of the day to day management of risk in the service working with the multi-disciplinary team to deliver effective risk management.

You will be the Designated Person for Safeguarding within the service and will ensure that adequate arrangements are in place to ensure their team have the necessary information, training and supervision to provide effective safeguarding for adults at risk of abuse or neglect and children and young people who come into contact with the service.

Working closely with the team you will contribute to plans that deliver a reduction of restrictive interventions as a key outcome for customers and the service.

**Effective:** The service will deliver great outcomes for customers and to achieve this you will ensure support is co-ordinated, effective and care provided is person centred and effectively documented in support files.

You will continually review the quality of service provided by the team and identify opportunities to improve service delivery as evidenced by operational measures of success including customer satisfaction, internal audits and CQC inspections

Through your clinical skills you will provide specialist support and advice to team members on appropriate interventions to enable customers to achieve their outcomes.

**Caring:** Enabling the customer to be at the centre of the support is key and you will ensure colleagues deliver their activities in a caring, compassionate manner facilitating involvement of the customer and their family.

Through your leadership the team will support customers to communicate and express their views and be actively involved in making decisions about their care, treatment and support.

**Responsive:** You work with your team to create an environment that is responsive to meet customer's needs and respect their diversity e.g. feedback is acted upon, independence is promoted and staffing levels are appropriate for service need.

With the deputy you will allocate resources according to customer needs and contract requirements to ensure the delivery of high quality services evidenced by customer satisfaction and Key Performance Indicators.

As the clinical manager for the service you will have oversight of the quality of support planning, interventions and risk assessment to ensure all customers receive consistent and appropriate levels of support aligned to customer aspirations, regulatory compliance, contract requirements and commissioner expectations.

You'll already have these **brilliant** skills, qualifications and knowledge...

- Hold a relevant professional clinical qualification and registration
- Experience or evidence of post graduate development

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- Have an excellent understanding of relevant regulatory policies and procedures, including fundamental standard regulations. For example: NICE guidelines, CQC regulations
- Experience of working with vulnerable people to provide co-ordinated support
- The ability to recruit and select high quality and capable colleagues to perform front line management and customer-facing roles in line with Regulation 19: Fit and Proper Persons
- The ability to set colleagues up for success in their roles by assuming responsibility for their effective induction meeting Care Certificate Standards for knowledge and competence and encouraging / monitoring completion of this within probationary review period
- Working knowledge and practical application of the relevant policies and processes which inform safe / effective practice for colleagues and with customers
- Ability to make decisions relating to resourcing / staffing needs in line with Regulation 18: Staffing, ensuring service standards are maintained and costs remain within budget
- Competent user of Word, Outlook and Excel and relevant people, performance, contract and financial management systems

### We'd also love you to have, or be **brilliant** at... (but don't worry if not)

- Working with customers with Learning Disabilities, autistic spectrum disorders, mental health issues and trauma
- Delivering support within Positive Behaviour Support and Active Support frameworks

### We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

### Other **important** stuff...

You'll be a budget holder? No  Yes  ... up to £4million

You'll manage people? No  Yes  ... around 8-10 direct reports

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional  Regular  Frequent

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# Brilliant ★ People

At Home Group, every colleague lives and demonstrates our values and brilliant people behaviours as part of their role.



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