



Job Profile

Job Title	Regional Transforming Care Manager
Reports to (job title)	Head of Transforming Care
Job Reference No.	TfC002

The job in a nutshell

As the Regional Transforming Care Manager you will be responsible for the safe, efficient and effective care for up to 60 complex customer spread across your defined region.

Your role will be to directly manage, lead and co-ordinate a number of CRMs and deputy managers across your region as well as PBS Regional Lead. You will hold and maintain responsibility for CQC regulation and registration, implementing effective systems and processes to manage quality of care.

You will ensure that clinical assessments and transition planning is delivered in a timely way and barriers are overcome to enable customers to leave institutions and live safe and high quality lives. Your focus will be to ensure that new services are set up to maintain highest levels of customer safety and support customers to integrate back into a community environment.

As your region grows your role will be to oversee the on-going operational delivery of services to these customers. You will hold a key role in registration with the CQC and be the registered manager for all services in your region with responsibility for compliance with monitoring and maintaining standards across key lines of enquiry.

You will line manage a multidisciplinary team of clinicians and a growing number of Deputy Managers and support teams. 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 each customer. You will ensure the principles of good clinical governance are adhered to. Reducing restrictive interventions and having oversight of the day to day management of risk across the region will be key, working with the multidisciplinary team to deliver effective risk management.

As a registered manager at Home Group you will be the lead for all activity within the service and will be responsible for oversight of all professionals and support workers within the region. You will have professional support from our central corporate clinical team who will provide clinical supervision and direction to your regional clinicians.

You will be the Designated Person for Safeguarding and will ensure that adequate arrangements are in place to ensure their team have the necessary information, training and

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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.

What **success** will look like...

Strategic: Growth of the region to work with 60 customers over the next two years. Maintain excellent relationships with your commissioners and statutory partners

The region will be financially stable with all support hours correctly invoiced and income maintained for customers receiving support.

Colleagues: Recruit and support a team of colleagues who promote our LIFE (Living Independently, Feeling Enabled) principles of Person Centred, Strengths Based and Psychologically Informed practices. Your team will ensure maintenance of excellent standards of care and ensure robust measures are in place to monitor them.

Customers: Customers will transition to the community safely, in places they choose and live good, lives. The customer will be at the centre of the support and colleagues deliver their activities in a caring, compassionate manner facilitating involvement of the customer and their family.

The services will deliver great outcomes for customers, they will be safe, healthy and develop their skills and interests with support from our services. Restrictive interventions will be minimised using a positive behaviour support approach.

Customers and their families will express high levels of satisfaction with the service and recommend it to other families.

Operational: The services will reach and exceed all quality standards and requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission Guidance (Fundamental Standard Regulations). 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.

The services will 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. The teams will build and maintain excellent community relationships and ensure customer and community safety at all times.

Resources will be allocated according to customer needs and contract requirements to ensure the delivery of high quality services evidenced by customer satisfaction and Key Performance Indicators.

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

Significant and demonstrable experience in a role as a senior manager of operations working with customers with complex support needs in a health or social care setting

Significant experience of managing large budgets and overseeing financial performance of operational services

Good understanding or awareness of housing

Knowledge and experience of managing services for customers who have complex presentations including mental health problems, learning disability, Autistic Spectrum Condition, experience of trauma, long term hospitalisation, forensic diagnosis and physical health problems

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Degree or equivalent professional/clinical qualification in a related field (Have an understanding of relevant regulatory policies and procedures, including fundamental standard regulations. For example: NICE guidelines, CQC regulations)

Passionate commitment to achieving excellent outcomes for the most vulnerable people in our society

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)

Clinical background or experience of working in a clinical setting

Experience of forensic services

Knowledge of relevant interventions and practice frameworks such as Positive Behaviour Support; Active Support; sensory integration; SPELL etc.

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

You'll manage people? No Yes ... c. 4-6 direct reports

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

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Occasional

Regular

Frequent

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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