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**Job Description**

**CQC Registered Manager**

**Responsible to: Head of Dementia and Extra Care**

**Hours: 37 hours per week**

**Location: Brighton & Hove**

**Main purpose of job:**

To be the CQC lead ensuring all CQC regulations and standards are maintained, and organisation objectives met within relevant services. To ensure the delivery of a high-quality Crisis Care service and Dementia Day services within Brighton and Hove in conjunction with the Head of Dementia and Extra Care (HDEC).

**Main duties:**

**People management:**

1. To effectively manage teams to ensure the smooth running of our CQC registered service(s) and Dementia and Extra Care service ensuring an excellent level of care and service delivery is always provided
2. Daily operational management of Crisis Care, Dementia and Extra Care services at local level as required
3. Responsible for the effective recruitment, induction, and development of staff including undertaking regular 121s and team meetings
4. Provide excellent performance management and leadership to all staff in the team
5. Help to embed a culture of coaching and collaboration across the organisation

**Service delivery**

1. As the CQC lead, remain updated on all CQC requirements and advise appropriate parties of relevant changes
2. Ensure all records, systems and procedures are CQC compliant and ‘inspection ready’
3. Manage staff rotas within the Crisis and Brighton & Hove Dementia Day service ensuring these services always have appropriate cover.
4. To lead Brighton and Hove Dementia Day service sessions creating a safe and enjoyable space for members and carers
5. Enable users to engage in meaningful activities and to support carers in their role e.g. by keeping updated about local support services and providing relevant signposting to them as required
6. To undertake effective administrative duties including recording of accurate data to support reporting required for commissioned services
7. To support the HDEC with the continued development of services within West Sussex, Brighton & Hove
8. Work with relevant colleagues/teams to ensure appropriate and accurate data is collected to help monitor and report on the service e.g., for Commissioners and other relevant stakeholders as required
9. Be the emergency contact for Crisis service and manage the on-call rota for the team.
10. Complete, monitor and action any client/service risk assessments and maintain accurate client records highlighting any trends particularly those of concern
11. To ensure services always operate in line with relevant Health and Safety regulations including statutory requirements and AUKWSBH Policies and Procedures
12. Maintain the confidentiality of information about clients, staff and volunteers in line with the Data Protection Act (2018) and relevant organisational policies
13. Be mindful at all times of the health and safety of staff, clients, helpers and volunteers and bring any concerns or suggestions for improvement to management
14. Maintain a good understanding and compliance with all organisational policies and procedures eg Lone Working Policy, Safeguarding Adults Policy and Data Protection Policy
15. To ensure service provision is always within our quality standards and/or good practice guidelines
16. To ensure any personal care provision within Crisis Care, Dementia or Extra Care services are delivered in line with good practice based on CQC registered guidelines
17. To act as the safeguarding lead/deputy lead for all organisational safeguarding activities, to run reports, support teams and service users where appropriate.
18. To attend MARM, safeguarding lead events and work with trustees as part of the safeguarding working group

**Financial management:**

1. Plan and effectively monitor relevant budgets eg Crisis Care ensuring service delivery is sustainable within funds provided and targets set by commissioners
2. Authorise overtime, expenses and relevant invoices ensuring such costs remain within budget and are approved in line with organisational policies
3. Order and monitor stock eg for organisational Personal Protective Equipment

**Key contacts and relationships**

Maintain and develop positive and proactive relationships with clients, their families and carers, Commissioners, partners and other stakeholders as required to develop the services

Attend and deliver effective presentations to promote and develop the services

1. Work in partnership with other organisations/partners to ensure clients can access all appropriate support to remain as independent as possible

**Equal opportunities**

Age UK West Sussex, Brighton and Hove is committed to anti-discriminatory policies and practices and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

**Scope of job description**

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

**Person Specification – CQC Registered Manager**

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| **Essential** | **Desirable** |
| Good experience of working in a CQC registered service as a senior worker or above | Experience as a CQC  Registered Manager |
| Willing to work towards Level 5 in Leadership & Management (if does not hold already) | Level 5 in Leadership and Management |
| Sound understanding and awareness of dementia services and needs of clients and their carers |  |
| Excellent communication skills including oral and written | Experience of/skills required to deliver successful presentations/talks |
| Substantial experience of working with or supporting vulnerable people and good understanding of their needs | Experience of working as a carer eg within social care services |
| Demonstrable experience of managing successful and effective teams through supportive line management practices |  |
| Sound understanding of information governance, data protection and consent processes | Have experience of community based work in various settings/locations. |
| Good understanding and experience of working in a person centered way/ approaches to the support and care of clients | An understanding of, and interest in older people, their situations and the opportunities they may want and/or need with a particular focus on dementia, carers and extra care needs |
| Excellent understanding of safeguarding and Health & Safety matters to ensure that all regulating body's expectations and relevant policies and procedures are met |  |
| Experience of undertaking risk assessments eg client risk assessments |  |
| Full driving license and use of car to facilitate regular travel within West Sussex, Brighton & Hove | Experience of relevant statutory authorities, options for care and other relevant care and support services |
| Proven ability to maintain accurate records and produce appropriate monitoring data as required |  |
| Ability to successfully promote and market new initiatives |  |
| Good administrative ability and IT skills and use |  |
| Sound knowledge and experience of voluntary and other sectors providing care and social support within Brighton & Hove | Experience of partnership working with relevant organisations to enable independent living |
| Effective organisational skills and ability to plan and prioritise own and others workload | Experience of home visiting and best practice for lone working |
| Ability to provide and assimilate information in appropriate ways to support people with diverse support needs |  |
| Ability to work in a flexible way eg to provide emergency ‘out of hours’ phone support and occasional attendance out of normal working hours eg to events |  |