## JOB DESCRIPTION FOR REGISTERED MANAGER

<table>
<thead>
<tr>
<th>Position</th>
<th>Registered Manager/Head of Home</th>
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<tbody>
<tr>
<td>Responsible to</td>
<td>Registered Person/Registered Provider</td>
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### Purpose of Position
- To be responsible to the registered provider for the day-to-day running of the home.
- To be accountable for the home’s operations and activities.
- To ensure that the home operates according to its registration status and conditions and complies with all legal requirements.
- To manage the home to achieve the best possible outcomes for its service users.
- To keep service users safe and well protected at all times.
- To develop, promote and maintain high standards of care and best practice.
- To develop, implement and maintain the systems and structures needed to run the home in the interests of its service users.
- To develop and manage effectively and efficiently the financial, human and material resources needed by the home.
- To be an ambassador for the home, promoting and marketing its services.
- To ensure the home remains financially viable.
- To ensure that all staff are informed about and work to the Codes of Practice for social care and (where applicable) nursing professionals.

### Principal Responsibilities

#### Day-to-day running of the home
- Maintain the day-to-day running of the home on behalf of the registered provider and to meet all legal requirements.
- Develop an ethos that reflects service users’ individual needs and that celebrates their individual differences and diversity.
- Have all the necessary policies, procedures and systems in place required for the effective running of the home.
- Address the care and health needs of each service user and to make sure they are kept safe and well protected.
- Provide a staffing complement and cover in accordance with the requirements of the registered provider and current social care legislation.
- Develop good working relationships within the home.
- Provide effective support and supervision to the home’s staff.
- Maintain the premises to the standards required.
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<tr>
<th>Maintain a safe environment for service users and staff and to respond to all health and safety requirements.</th>
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<td>Manage the home’s budget and resources in accordance with the established systems and procedures.</td>
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<tr>
<td>Engage in business planning and marketing of the home.</td>
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| Establish effective working relationships with other professionals, agencies, CQC inspectors and all the home’s stakeholders. |
| Continuously monitor and review the home’s activities to make sure high standards are being maintained. |
| Develop effective methods for auditing and assuring the quality of the home’s provision and services. |

### Service user care

- Provide all relevant information to current and prospective service users as required by the CQC Essential Standards.
- Arrange for introductory visits and meetings to enable prospective service users make informed choices and decisions about the home’s suitability.
- Decide whether or not the home is able to meet the personal care needs of prospective service users.
- Negotiate appropriate fees with purchasing authorities or service users or their families as appropriate.
- Provide all service users with written terms and conditions of residence and to make sure that they understand them.
- Make adequate arrangements for the introduction and reception of new service users.
- Investigate complaints, take appropriate action and report to the person-in-control and/or the CQC.
- Address comprehensively service users' cultural, emotional, nutritional, social, spiritual, physical, health medical, material and other needs by developing and maintaining the appropriate policies, systems, procedures and practices.

### Staff management and development

- Take responsibility and the necessary actions on behalf of the registered provider for the recruitment, appointment and deployment of care, catering, domestic and other staff employed by the home.
- Implement and comply with all relevant employment legislation.
- Plan and manage the required staff complement, cover, levels and rotas.
- Develop and maintain good communication and working relationships with and between staff and to set up and maintain the necessary vehicles and methods for ensuring this, eg holding staff meetings.
- Plan, organise and implement effective staff induction, supervision, appraisal and training in accordance with statutory requirements and standards.

### Management of premises

- Maintain all heating, lighting and emergency systems and ensure the security of the premises.
- Arrange for the home to comply with all fire safety regulations.
- Comply with the legislation and regulations concerning environmental health, infection control, building...
control, planning and health and safety.
Maintain the premises in good working order to comply with the CQC Essential Standards.
Maintain an agreed programme of repairs and planned refurbishments for the upkeep of the premises so that they are continuously up to standard.

**Financial management**
Manage budgets, monitor and control day-to-day expenditure within the limits prescribed by the registered provider.

Prepare budgets and monthly cash flow reports and to maintain established accounting and financial records and system.
Set up systems and arrangements whereby service users wherever possible retain responsibility for their own money and finances.
Make the appropriate arrangements for service users who are incapable of handling their own financial affairs.

Print Name: ____________________________________________

Sign: ________________________________________________

Date: ________________________________________________
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Forward Care (Residential) Ltd

Job Description for Registered Manager – Reviewed and updated November 2014