



JOB TITLE:	Registered Manager		
RESPONSIBLE FOR:	The people we support, care staff and volunteers where applicable		
RESPONSIBLE TO:	Chief Operating Officer	HOURS OF WORK & SALARY:	40 Hours £38,000 per year

PURPOSE OF ROLE: To ensure that Camphill MK & Northants operates efficiently and effectively, upholding the organisational ethos, values, policies, and procedures. To ensure CQC regulations and guidance underpin the care the people we support receive.

1. Purpose of the Role

To lead the day-to-day operation of the residential service, ensuring that the people we support receive safe, effective, compassionate and person-centred care. The Registered Manager is responsible for leading the staff team, maintaining regulatory compliance, managing resources and driving continuous improvement in line with the organisation's ethos, values, policies and procedures.

2. Care and Support

- Ensure each person has an accurate, personalised care and support plan that is reviewed and updated when needs, wishes or circumstances change.
- Promote dignity, privacy, choice, independence, inclusion and meaningful participation in everyday life and the wider community.
- Ensure health needs are identified and followed up, including appointments, clinical advice, therapy recommendations and communication with relevant professionals.
- Oversee safe medicines management and ensure records are accurate, complete and appropriately checked.
- Ensure food, nutrition, hydration and dietary arrangements reflect individual preferences, needs and any professional guidance.
- Maintain accurate, accessible and up-to-date care records in accordance with organisational procedures and applicable requirements.
- Work in partnership with people supported, families, advocates and professionals while respecting confidentiality and individual rights.

3. Safeguarding, Risk and Rights

- Promote a culture in which abuse, neglect, discrimination and poor practice are recognised, reported and acted upon promptly.
- Ensure safeguarding concerns, incidents, accidents, complaints and near misses are recorded, escalated, reviewed and learned from in line with policy and local procedures.
- Ensure individual risk assessments are proportionate, current and support positive risk-taking while protecting people from avoidable harm.
- Apply the Mental Capacity Act 2005 principles, ensuring decision-specific capacity assessments and best-interest decisions are completed when required and properly recorded.
- Ensure restrictions are necessary, proportionate, least restrictive and subject to appropriate review and authorisation where applicable.
- Maintain a safe, clean, comfortable and homely environment.

4. CQC and Regulatory Compliance

- Understand and fulfil the responsibilities associated with managing a CQC-registered service and the regulated activities for which the service is registered.
- Ensure practice complies with applicable legislation, regulations, CQC requirements and organisational policies and procedures.
- Maintain readiness for inspection and respond promptly and effectively to regulatory feedback, information requests and required notifications.
- Ensure staff understand their responsibilities and apply relevant policies and procedures in day-to-day practice.
- Escalate significant risks, compliance concerns and matters requiring senior leadership input without delay.

5. Quality Assurance and Improvement

- Implement and maintain an effective quality assurance programme, including audits, spot checks, care record reviews and feedback from people supported.
- Maintain a service improvement action plan, assigning responsibilities and timescales and checking that actions are completed and effective.
- Monitor service performance, outcomes, staffing, health and safety, incidents, complaints and other relevant indicators; provide reports as required.
- Use incidents, complaints, audits, feedback and inspection findings to identify learning and improve practice.
- Promote high standards of care and continuous improvement, with an aspiration to achieve and sustain the highest possible quality.

6. Positive Behaviour Support (PBS)

- Promote person-centred Positive Behaviour Support and a capable environment in which people can thrive.
- Ensure relevant PBS plans and risk-management strategies are implemented, understood by staff and reviewed when required.

- Support staff to understand potential functions and triggers of behaviour and to use proactive, preventative and reactive strategies in accordance with assessed needs and agreed plans.
- Monitor outcomes, quality of life, skill development and restrictive practices, escalating concerns and ensuring appropriate review.

7. Staff Management and Leadership

- Lead, supervise and support the staff team, modelling the organisation's values and expectations for safe, respectful practice.
- Oversee recruitment, selection, induction, training, competency assessment, retention and staff engagement.
- Ensure rotas and staffing arrangements are planned to meet people's needs and the safe operation of the service.
- Conduct regular supervision, appraisals, team meetings and debriefs, supporting staff wellbeing, development and accountability.
- Address conduct, capability, attendance and performance matters promptly and fairly, following HR policies and seeking advice where appropriate.
- Maintain accurate staff records and ensure mandatory and role-specific training is monitored and completed.
- Develop a positive learning culture in which staff can raise concerns, reflect on practice and share ideas for improvement.

8. Financial and Resource Management

- Manage delegated budgets responsibly and monitor expenditure against agreed limits.
- Use staffing, supplies and other resources effectively without compromising people's safety, dignity or quality of support.
- Identify resource pressures and communicate financial or operational risks to the appropriate senior manager.

9. Partnership Working and Communication

- Ensure the views, preferences and experiences of people supported inform decisions about their care and the service.
- Develop constructive working relationships with families, advocates, commissioners, social workers, health professionals and other relevant partners.
- Communicate clearly, professionally and promptly, handling concerns and complaints in line with organisational processes.
- Contribute to service and organisational meetings, projects and improvement initiatives as required.

10. Health, Safety and Premises

- Ensure required health and safety checks are completed and appropriate records maintained.

- Monitor compliance with relevant arrangements, including fire safety, infection prevention and control, food safety, equipment and premises safety.
- Report and address maintenance concerns, environmental risks and unsafe practices promptly.

11. General Responsibilities

- Participate in the On-Call rota where this is a confirmed requirement of the post.
- Attend and complete training, meetings and professional development as required.
- Maintain confidentiality and handle personal information in accordance with organisational policy and applicable data protection requirements.
- Undertake other reasonable duties appropriate to the responsibilities and level of the role.

Review

This job description outlines the principal duties of the role. It may be reviewed in consultation with the postholder to reflect service needs and organisational changes.