



Job Title: Registered Manager

Reports to: Head of Housing Support (Responsible Individual)

Responsible for: Willow & New Mill Project Staff

Location: Swansea – driving licence and own transport essential

Hours: 35 per week including occasional second person cover on 24-hour rota and participating in on call manager rota

Salary: £30,690 + on-call allowance

1. PROJECT

Willow and New Mill specialise in supporting people with enduring mental health difficulties who are transitioning towards independent living. Tenants have their own tenancies and receive support to sustain their accommodation and live as independently as possible.

Willow provides intensive housing related support 24-hours a day. New Mill is a community-based project that provides step down support usually between 9am-5pm with out of hours phone support via the Willow. Both projects are funded by Housing Support Grant and work closely with Swansea Council's Oasis Pathway stakeholders including Care Managers.

As part of support, Willow tenants can be assisted with their medication if required. As a result, Willow is registered with Care Inspectorate Wales as a domiciliary service under RISCA regulations. The successful applicant must meet the requirements to be a registered manager with Social Care Wales and uphold all codes of practice.

Please note the Willow project does not provide any care or personal care services to tenants. As part of RISCA regulations the Head of housing Support in the capacity as the Responsible Individual (RI) will undertake 3-month reviews of the project.

2. JOB PURPOSE

- Ensure tenants receive the highest standards of support and client records are up to date and inline with quality benchmarks.
- Manage rota/operational priorities with effective staff supervision/management.
- Act as 'the competent person' with regards to all aspects of medication, from policy, staff competency and risk management.
- Oversee and regularly competency check staff as part of Social Care Wales registration of domiciliary workers.
- Maintain compliance with organisational policy frameworks, IT management systems, contractual and regulatory obligations and legislative regulations (Medication, Care Inspectorate Wales, RISCA notifications, Housing Support Grant, Housing Management, Safeguarding, Health & Safety and GDPR).
- Manage income and expenditure in line with budget expectations using critical thinking to ensure minimal use of agency staff.
- Stakeholder relationships are effective and in line with organisational priorities.

3. KEY RESULT AREAS / PRINCIPLE DUTIES AND RESPONSIBILITIES

- a) Lead a team of support staff with effective critical thinking, role modelling and communication style to ensure staff management and operational priorities are in line with organisational values, vision and policy framework.
- b) Rota management and decision making meets the operational priorities of the project and utilises staff time to minimise agency spend.
- c) Staff management is in line with organisational processes, IT management systems, policies and procedures and complex/difficult staff matters are dealt with appropriately.
- d) Manage budget, procurement, premises and housing management obligations as set out in project plans, policy framework and landlord management agreement.
- e) Completion of all internal and external reporting and monitoring processes, including monitoring action plans in readiness for review at the 3-month RI visit.
- f) Ensure staff practice, client records, registration, learning and competency is compliant with organisational policy and all regulations, including RISCA.
- g) Ensure all legal, contractual, financial & quality obligations, legislation, public policy and good practice measures are monitored following organisational processes.
- h) Ensure that Health & Safety guidelines, fire regulations and organisational policy and

procedures are strictly adhered to by all staff, clients and visitors.

- i) Ensure that Safeguarding guidelines and organisational policy are strictly adhered to by all staff, clients and visitors.
- j) Work as a collaborative team with operational managers in a range of areas benefiting the organisation and its future development.
- k) Attend external events, networks, meetings and forums as required.

4. KEY PERFORMANCE INDICATORS

- Tenant support meets quality benchmarks and contractual/regulatory obligations.
- Client records and support documents are completed to quality standards.
- Effective staff and rota management.
- Highly competent in the field of medication assistance, RISCA regulations, all relevant codes of practice / fitness to practice requirements.
- Compliance with medication policy and RISCA regulations, housing management, safeguarding, health and safety and GDPR obligations.
- Ability to manage workload without compromising on quality or timescales.
- Income and expenditure in line with budget targets including occupancy exceeding 95% target, rental income is in line with budget expectations and staff/agency expenditure is minimised.
- 3-month RI reviews and external monitoring inspections identify no areas of concern.

5. KEY CONTACTS

Internal:

- ELT (CEO, Executive Directors, – Operations/Responsible Individual, Finance and HR)
- Senior operational managers (Project Development Managers)
- Senior central services managers (Finance, HR)
- Project level operational managers/coordinators (direct reports and peers)
- Project level staff & contractors
- Clients

External:

- Commissioners (Welsh Government, Local Authority, Oasis, Health Board)
- Regulators (Care Inspectorate Wales, Social Care Wales, Rent Smart Wales)
- Partner agencies (landlord, Health, Social Services, Welfare)

- Policy organisations (Cymorth Cymru)
- National & Regional Networks

6. GENERAL

- Ability to participate in the locality on-call rota including evening and weekends.
- Apply the organisational values and management competencies to every aspect of the role at all times.
- Promote and maintain the brand standards of the organisation.
- Be aware of and adhere to organisational policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other organisational departments.
- Attend training courses and complete training modules as required to meet requirements of post.
- Regularly competency check staff in key result areas including medication, use of Solution Focus in practice, Safeguarding, Health & Safety and GDPR.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- In addition to the duties and responsibilities outlined, you must be prepared to undertake such additional duties that may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.
- Adhere to the organisation's no smoking policy for staff at all its premises

	Person Specification	Des le / Ess al		
1	Skills & Abilities			
1.1	Demonstrate a personal value base which is in line with core values of organisation and an openness to new ways of working and always striving for excellence	E		
1.2	Ability to manage staff and rota to ensure operational priorities are met without exception, including the 24/7 rota	E		
1.3	Exceptional operational expertise, including quality service delivery and effective resource management	E		
1.4	Ability to apply critical thinking and decision making to key result areas with minimal supervision and guidance	E		
1.5	Ability to lead a team on a journey of improvement in terms of performance and results	E		
1.6	Interpersonal skills, including empathy and emotional intelligence, confidence and assertiveness, with a positive can do attitude grounded in professionalism and good practice	E		
1.7	Excellent written and verbal communication skills with the ability to understand and explain complex issues succinctly to all levels within the business	E		
1.8	Able to competency check and oversee the registration process for frontline staff with Social Care Wales	E		
1.9	Planning, prioritising and organisational skills and the ability to take personal responsibility to deliver agreed outcomes	E		
1.10	Ability to lead on and contribute towards the development of high quality, robust operational policies and procedures, using knowledge of good practice	E		
1.11	Confident budget holder across a wide portfolio, able to make decisions based on clear rationale and evidence	E		
1.12	Demonstrates a quality driven approach to tasks, with attention to detail and high performance standards	E		
1.13	Analytical approach to data systems (collection, processing and reporting) and data management including trend analysis	E		
1.14	High level of literacy, numeracy, IT and administration skills. Competent in using IT management systems for client records, staff management and health & safety.	E		

1.15	Ability to communicate in Welsh	D		
2	Knowledge			
2.1	Applicable regulatory frameworks, policy, procedures and codes of practice including RISCA, Care Inspectorate Wales, Social Care Wales, Public Health Wales	E		
2.2	Legislation relating to mental health, housing management, employment, health and safety, safeguarding and GDPR	E		
2.4	Performance improvement/quality framework(s) including ISO9001	E		
2.5	Medication policy, regulations, competent person requirements and training others	E		
2.6	Understanding of client support, person centred and trauma informed approaches.			
3	Qualification			
3.1	The required qualification and aptitude as determined by Social Care Wales to be a Registered Manager.	E		
4	Other			
4.1	Passionate disposition in tackling social exclusion in all its forms	E		
4.2	Able to demonstrate the qualities laid out in the management competencies	E		
4.3	Ability to work evenings, nights and weekends at short notice to cover gaps in rota and fulfil on call rota obligations	E		
4.4	Car Owner in possession of full driving licence and Business level insurance (when stated on job description)	E		
4.5	Smart, professional, business-appropriate appearance at all times	E		
4.6	Commitment to adhere to organisational policies and procedures	E		

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