

**Role Profile**

**Regional Manager (Complex Care)**

**Role Purpose**

**This pivotal role will ensure that the highest standards of care are delivered to individuals with complex needs, working closely with your teams, support functions and external stakeholders.  Manage the operational performance of a designated area to ensure the effective, sustainable and responsible delivery of services in line with the regional strategic plan, meeting all relevant quality, legal, regulatory compliance standards and obligations to deliver the best life possible for those we support.**

**Key Accountabilities**

**Service Delivery**

* To lead operational delivery for an area, overseeing and auditing the management of services, to ensure that person centred care is embedded, fostering a culture which promotes independence, choice, dignity, and privacy enabling people to live their best possible lives.
* To drive area performance by leading their team of Service Leaders to optimise allocation of resources within associated budgets, ensuring that financial decisions are made with people in mind, balancing commercial and charitable objectives, to drive sustainable, efficient, and high-quality service delivery.
* Lead a team of Service Leaders to drive the operational performance and continuous improvement of services using the reporting, feedback, and reviews from Quality and Excellence Partners and Quality Advisors, audits, and feedback from regulators to drive service excellence, ensuring that lessons learnt and best practice are shared effectively.
* To be a practice leader that is accountable for the delivery and growth of Complex Care through skilled leadership, responsible for the operational performance of all Complex Care service provision within your portfolio, using expertise to support people that have been subject to long and extended hospital stays, long term segregation, trauma and are in need of high quality and specialist support.
* Working Directly with key partners/stakeholders to develop positive relationships and contribute to reducing the number of people living within long stay hospitals, out are area and long-term segregation, leading to successful community support and people leading best lives possible.

**Business Development and External Relations**

* To create meaningful partnerships in local communities that deliver increased capacity, and social impact for the people we support whilst building reputation and social platforms
* Liaising with multi-disciplinary teams, to ensure that person centred care is embedded, promoting independence, choice, dignity, and privacy to deliver positive outcomes for the people supported.
* To actively seek feedback from families, representatives, and customers, provider forums, multi-disciplinary teams, healthcare forums and other external partners to shape services to drive service excellence.
* Professionally and effectively represent Community Integrated Care in the local area, promoting the profile and positive image of the charity with all key account stakeholders, partners, customers, and within communities
* Lead your teams to onboard and embed new business effectively, ensure safe transitions, and to ensure the ongoing management and maintenance of contracts and commissioner relationships within your remit, to achieve our charity's objectives

**Transformation**

* To be a leading champion of change and innovation, driving the successful implementation and embedding of change initiatives through effective communication and by securing support of their Service Leader/Managers ensuring that area services, systems, and processes, are subject to regular risk review.

**Systems**

* To work closely with the Technology Enabled Care Team to assess, monitor and review service delivery to ensure least restrictive support is in place where appropriate, enabling people to live as independently as possible.

**People**

* To be a positive leader of people, promoting psychological safety, wellbeing, and supportive two-way communication (including de-briefs), to ensure that the views and preferences of all individuals are sought, considered, and reflected in service delivery and drive team performance.

**Legal and Risk**

* As Registered Manager for complex care in a specific geographical area you will ensure adherence to all legal, contractual, regulatory, and organisational standards and requirements (especially CQC/CI safeguarding and Adult Support and Protection standards)
* Identify any risks to the charity and report these to the Head of Operations in line with the expected escalation framework, manage risks within a context of positive risk taking and to providing the Charity with relevant operational feedback and reports.

**Quality and Compliance**

* To ensure that all policies, procedures, practices, and standards are embedded in service delivery, working closely with the Quality colleagues to investigate any concerns to ensure high standards of care and support.

**Leading and Managing a Team**

* Lead, develop and motivate their leadership team to attract, retain and develop the capacity, capability and talent to create a high performing team and achieve local objectives
* Set expectations and manage, monitor, coach and develop team members to ensure that they maximise their performance, meet the required standards, and continuously develop their capabilities and experience

**Scope and Geography** The area assigned to any manager will be clearly defined but is subject to change. Any changes to the scope of the area will be clearly communicated in advance. "Areas" are not set and can change depending on a number of factors including hours, complexity of delivery, growth, and capability.

**Travel Expectation** This is a regional role and therefore regular travel will be expected across the region.

**Collaboration**  It is expected that the post holder will proactively engage with a team of supporting Business Partners, Operational, and Support Services colleagues to ensure the right action and support can be delivered at the right time.

**Budgets** Indirectly responsible for area budgets as cost codes assigned to service leaders.

**On Call** Colleagues in operational managerial roles may be required to participate in an on-call rota as per their contract of employment.

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| **Best Life Possible Success Measures** | |
| **Service Quality and Innovation** | * High level of engagement and satisfaction within services are achieved and maintained (the people we support, families, colleagues, funders) * High standards of support delivered meeting all clinical and care needs * Contractual and regulatory outcomes are all to a high standard * Meaningful KPI data sets are met, and continuous improvement is monitored and maintained | |
| **Career Opportunity** | * Ensure complex care teams have the right capabilities to deliver – exceptional delivery against learning compliance (regulatory and GROW) * Fostering a performance culture with the team(s) you lead, coaching teams to improve performance, and proactively managing underperformance – leading to improved recruitment, retention and talent management * Improvements in team engagement scores (HIVE) | |
| **Community Engagement** | * Create meaningful partnerships in local communities that deliver increased capacity, and social impact for the people we support whilst building reputation and social platforms * Engagement in political events, influencing key individuals, to drive the development of social care policy * Network with high level stakeholders at conferences and events to participate meaningfully and influence the need to reduce long term segregation and hospital stays | |
| **Sustainable Economics** | * Positive momentum on team KPIs, including retention, lost time, e-learning compliance, Recruitment, Commissioned Hours Delivery etc. * Building good relationships with all stakeholders for complex care, identifying opportunities for sustainable organic growth * Ensuring services are well resourced with adequately trained/skilled colleagues whilst having contingency plans for bank and employees to mitigate the need for agency, driving down agency use * Develop strong relationships and quality outcomes with commissioning partners and regulators to deliver high rates of contract acquisition and retention | |
| **Structure** | |

**Qualifications, Experience, and Knowledge**

* Professional Qualification in Health and Social Care e.g. Qualified Nurse, Social Worker SVQ L14 or Care and Management L5.
* Diploma in Positive Behaviour / Diploma in Practice Leadership
* Evidence of continuing professional development.
* Medication L3 Training
* Have a good knowledge of Protective and preventative risk and clinical management strategies
* Evidence of Continuing Professional Development
* Deep understanding of person-centre care
* Full UK Driving Licence
* Proven experience in clinical leadership of a health and social care setting

**Competencies, Skills, and Abilities**

* Current knowledge of CQC and CI regulations, frameworks, and inspection process
* Knowledge of the care sector including regulatory and contractual frameworks and relevant legislation
* Knowledge and understanding of the needs of people we support
* Good breadth and depth of knowledge of personalisation and inclusion agendas
* Understanding risk management and quality assurance systems and processes
* An ability to lead teams and manage individuals' performance
* Ability to engage with stakeholders and network to drive the reputation of the charity and complex care
* Working with MDT and participating in complex case reviews
* Working with people supported who present behaviours that require intensive support planning and management to ensure their safety and quality of life
* Previous experience working across multiple sites, in a health and social care setting
* Experience leading teams and managing people
* Experience of managing budgets
* Knowledge of complex care and conditions like epilepsy and autism

**Personal Attributes**

* Ability to work well with others and be a great practice leader
* Empathetic communicator – able to see things from another’s point of view
* Flexible and adaptable to changing requirements and environments
* Ability to manage risk positively and promote confidence within own team
* Able to challenge others respectfully and effectively to lead the development of the best solutions
* Accountability and willingness to learn and stay up to date on industry best practices
* Ability to create and maintain stakeholder relationships with high levels of communication
* Ability to analyse complex problems and make informed decisions
* Ability to identify patterns and trends in data for effective decision-making
* The ability to articulate ideas clearly and persuasively, fostering effective communication within the team
* The ability to express thoughts coherently and adapting communication style to different audiences
* The proficient use of written and verbal communication to convey messages

**Tasks and Responsibilities** (representative, not exhaustive)

* As a member of Community Integrated Care's Regional Senior Leadership Team to support strategic activity, providing key operational insights and to champion the needs of people support in the implementation of business strategy to achieve the regional aims and goals in complex care.
* Lead Service Leaders to deliver against CQC/CI action plans (with support from Quality Colleagues)
* To identify target areas of complex care/transforming care and develop relationships with all stakeholders including ICBs, HOPES, ISTs and families to assist people to safely transition into their community.
* To work alongside the Managing Director and Head of Complex Care to identify, maximise and develop new and innovative service types in line with need and demand.
* Embracing modern technology and innovation whilst accessing and utilising organisational systems and to lead and support teams to engage with our innovative and supportive IT systems and communications platforms.
* To hold the CQC/CI registration for your area of accountability.
* To deliver the Region's operational strategy, to meet or exceed identified targets and objectives within defined budgets, and to provide key operational insight to Head of Complex Care.
* As the Regional Manager for Complex Care you will be responsible for providing skilled leadership, engaging stakeholders, and promoting best practice whilst utilising the clinical team, PBS, NHS/trusts colleagues, funding Local Authorities in addition to the wider MDT
* You will promote continuous improvement by creating a positive culture and regular monitoring of service provision to ensure compliance with all legal frameworks
* Professionally and effectively represent Community Integrated Care at local and regional levels, promoting the profile and positive image of the charity by ensuring the effective running of your function
* Driving digital engagement by leading and supporting teams to engage with our charity’s innovative and supportive systems and communications platforms, so that colleagues can own their learning and development, share best practice, and access / record the data to do their absolute best work, in line with identified strategic objectives.
* Meet contractual requirements, and strategic objectives, whilst remaining in budget and within all quality, legal, and regulatory compliance standards.
* Lead and manage the Complex Care service delivery portfolio, optimising the allocation and use of the associated budgets and resources to deliver positive outcomes for the people supported in line with Commissioners requirements, agreed plans and targets, and Community Integrated Care's brand and values
* Lead, develop and motivate your team to attract, retain and develop the capacity, capability, and talent to create a high performing team and achieve business unit objectives
* Set expectations and manage, monitor, coach and develop team members to ensure that they maximise their performance, meet the required standards, and continuously develop their capabilities and experience
* Lead a team of Service Leaders/Managers to drive the operational performance and continuous improvement of services using the reporting, feedback, and reviews from Quality and Excellence Partners and Quality Advisors, audits, and feedback from regulators to drive service excellence, ensuring that lessons learnt and best practice are shared effectively.
* The post holder will be required to attend multidisciplinary meetings, acute care facilities, individuals’ homes, and a variety of care providers.
* The post holder will be required to have a good knowledge of health and social care practice and be able to demonstrate an understanding of the interaction between hospital discharge and Continuing Healthcare and Funded Nursing Care, and be prepared to extend their skills, knowledge, and competence in this field.
* Utilise the Intensity Scoring/Assessment and supporting correct support levels/models in service provision
* To lead operational delivery for an area, overseeing and auditing the management of services, to ensure that person centred care is embedded, fostering a culture which promotes independence, choice, dignity, and privacy enabling people to live their best possible lives.
* To drive area performance by leading their team of Service Leaders/Managers to optimise allocation of resources within associated budgets, ensuring that financial decisions are made with people in mind, balancing commercial and charitable objectives, to drive sustainable, efficient, and high-quality service delivery.

**Behaviours and Values**

At Community Integrated Care “how” you approach your work is just as important as “what” you do. With that in mind, we have outlined the key behaviours that we look for at each level in our charity. This role aligns with level 3 in our guide to behaviour.

**Job Evaluation**

Internal Evaluation Level: 3A