

Regional Manager

Role Profile

**Manage the operational performance of an area within a Region to ensure the effective, sustainable and responsible delivery of Independent Living Services in accordance 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.**

**Role Purpose**

**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.

**Transformation and Growth**

* To support Heads of Operations and Business Development colleagues with area business planning,
* To lead their area teams, working with Business Partners to realise new business opportunities, onboard and embed new business effectively to maintain existing services in accordance with the regional plan and growth targets.
* Lead and support teams to engage with our charity’s innovative and supportive IT systems and communications platforms.
* 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 teams ensuring that area services, systems, and processes, are subject to regular risk review (in line with audit and compliance standards).

**External**

* 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.
* Assisting BD colleagues to benchmark competitor activity in the area.
* Engage with external stakeholders to realise new business opportunities and to work with local commissioners and local authorities to deliver on contract expectations.
* 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

**People**

* Lead, develop and motivate direct reports 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 direct reports to ensure that they maximise their performance, meet the required standards, and continuously develop their capabilities and experience

**Legal, Risk, & Compliance**

* As Registered Manager for an area, ensure adherence to all legal, contractual, and regulatory 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.
* Lead Service Leaders to deliver against CQC/CI action plans (with support from Quality Colleagues)
* To ensure that all policies, procedures, practices, and standards are embedded in service delivery, working closely with the Quality colleagues to investigate any concerns.

**Area** 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.

**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 are required to participate in an on-call rota as per their contract of employment. This is to reflect the 24 hour nature of the services we provide.

**Knowledge**

* Professional Qualification in Health and Social Care eg qualified Nurse, Social Worker SVQ L4 or Care and Management L5.
* Evidence of continuing professional development
* Medication L3 Training
* Deep understanding of person-centred care
* Full UK Driving Licence

**Experience**

* Working to CI/ CQC Regulations + inspection processes.
* Experience working in complex care within a social/health care setting
* Working with MDT and participating in complex case reviews
* Working with people supported you 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, autism,