# Job Description and Person Specification

**Job Title: Registered Manager**

**Accountable to: Head of Adult Residential Services**

**This post based at James Nugent Court, Ullet Road, Liverpool**

## Nugent

The origins of Nugent date back to the 1800’s and the pioneering work of Father James Nugent (1822-1905) in relation to child welfare, relief from poverty and social reform. The work of Father Nugent had a dramatic impact on the lives of thousands of vulnerable people and his work continues to this day through Nugent. We are the social welfare arm of the Catholic Archdiocese of Liverpool.

Today, Nugent offers a diverse range of support to adults and children in Merseyside through our schools, care homes, community and social work services and social enterprise. As a health and social care provider, we work at the heart of some of the most vulnerable and disadvantaged communities. We strive, not only to provide the best possible service to individuals and their families in these areas, but to generate interest, awareness and an understanding of the issues they face and the impact of this on our wider communities.

Nugent supports on average 6,000 people each year. We are a major employer in the area, employing 650 staff and supporting 350 volunteers. We courageously advocate on issues of justice and fairness.

**Our Mission:**

To care, educate, protect and inspire those in need.

To be an employer of choice.

To be an advocate: A voice for the voiceless.

**Vision:**

Our vision is be an entirely dignified & outstanding organisation by 2020.

**Our Values:**

Integrity, Ambition, Courage, Compassion, Optimism, Respect and Dignity.

Nugent celebrates diversity in our organisation and in society as a whole and is an equal opportunities employer welcoming all people with a positive view of age, caring responsibilities, gender, disability racial origin, religion, sexual orientation or socio-economic background.

**Overall purpose of the post:**

To take responsibility as a Registered Manager to manage all care aspects within the day-to-day running of the Home, working towards achievement of regulatory compliance when inspected. Working with Stakeholders and other professionals, both internal and external; towards the improvement of the Service.

Promoting a caring environment which provides residents with a high standard of specialised personal care, meeting individual needs and ensuring everyone is treated with respect and dignity and rights to privacy, independence and choice are met. To supervise, monitor and evaluate the care delivered to resident’s checking legal requirements are met along with the high levels expected within Nugent.

To keep the Head of Adult Residential Services and, in his/her absence, the Associate Director, informed of all matters of concern and consult when the matters of concern involve outside Agencies.

**Main duties and Areas of responsibility**

**Responsible for:**

The Care, social, spiritual and psychological care of this particularly vulnerable group of people within a residential setting.

Families, carers and significant others

**Key areas of work**

To be aware of the following:-

The Health Authority Registration requirements.

The Policies and Procedures of Nugent

The Legal Procedures of The Mental Health Act

Health & Safety at Work Act

Care in the Community and NHS Act

Care Standards Act and CQC requirements.

**Recruitment and selection**

Key tasks will include interviewing and selection of relevant staff in accordance with the Policies and Procedures of Nugent.

**Management and supervision**

Key tasks will include:

To regularly supervise and assess all staff and keep records of same. To establish and sustain a staff support system. To prepare and manage a duty rota.

To ensure that practice procedures and techniques according to agreed policies are adhered to so that a high standard of residential care is provided and maintained by personal example and practice.

To provide adequate supervision and care of residents, taking steps to ensure that all residents are helped to retain their individuality and dignity.

To ensure that all medical care is given and regular visits by medical personnel are arranged.

To ensure that all house staff are conversant with policies relating to fire evacuation of the Service, Health and Safety at Work, accidents and incidents.

To ensure a balanced and varied diet is provided with choice available.

**Staff development and training**

Key tasks will include:

To continue to further your own professional and management knowledge and assist in the development of all staff.

To organise and arrange In House Training and to liaise with Nugent’s Learning & Development Section

To supervise senior staff regularly and to undertake the probationary annual appraisal as policy.

To identify trends and priorities for training and development internal and external to the Service including a formal training needs analysis.

To participate in training activities for staff, in particular induction and practice development.

To motivate and encourage staff to meet their maximum potential professionally, thereby ensuring good standards of service delivery.

**Professional areas of work**

Key tasks will include:

To assist in developing and improving communications, e.g. participate in multi-disciplinary meetings, care staff and residential meetings, communicating with relatives is required and attending any meetings arranged by Nugent.

To ensure residents are reviewed on a regular basis

To promote the Service within the Community.

Assist in the monitoring of standards.

To liaise with fellow professionals, committee members and Nugent personnel.

**Safeguarding**

Ensuring safe practice guidelines are followed and safeguarding policies and procedures are adhered to

**Additional Duties**

It is the nature of the work of Nugent, Liverpool that tasks and responsibilities are, in many circumstances, unpredictable and varied and may include weekend and evening working. All staff are, therefore, expected to work in a flexible way when the occasion arises, when

tasks not specifically covered in their job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work

and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff’s job, it will be included in the job description in consultation with the member of staff.

**NUGENT AND FUNDRAISING**

Nugent is a Charity and as such relies on its good reputation and voluntary contributions and donations from members of the public, from grant making bodies and corporate sponsorship.

All employees of Nugent are expected to behave in a way that enhances the reputation and image of the Charity. In addition staff are expected to be responsive to fundraising initiatives, attend public events whenever possible and generally take seriously their role in raising income for the Charity at every opportunity.

**EQUALITIES**

Nugent affords all employees equal opportunities in employment irrespective of disability, gender, race, religion, age, sexuality, sexual orientation, marital status, parental status etc. Nugent will ensure that discriminatory practices are identified and removed and non-discriminatory practices introduced in all areas of employment.

**INFORMATION GOVERNANCE & CODE OF CONFIDENTIALITY**

The Information Governance standards outline how employees must deal with personal information about employees’, service users, corporate and finance information. It is a requirement that all Nugent employees’, in the course of their work, treat such personal date confidentially and comply with Nugent’s confidentiality policies. A failure to comply with Information Governance standards may result in disciplinary action.

**BASIC PRINCIPLES**

The post holder is expected to be familiar with and work within the Basic Principles of Nugent. He/she must be prepared to operate within a Catholic Agency, while ensuring that people of other denominations and religions have their spiritual needs met.

**CONDITIONS OF SERVICE**

The Conditions of Service are set out in the Nugent Handbook.

**Person Specification for Registered Manager, James Nugent Court**

Please use these specifications to define your application statement.

All areas assessed through **application form, interview and references.**

**Qualifications**

Essential

NVQ 5 in Care / QCF Level 5 Diploma in Health and Social Care (or equivalent)

Desirable

Registered Managers Award or working/willing to work towards this

Leadership & Management for Care Services

**Experience and Knowledge**

Essential

Experience in the supervision and care of residents, e.g.

Diet and medical needs.

Supervision and development of staff

Preparation and management of duty rotas

Work with families, Carers and significant others.

Organisation and arrangement of In-House Training.

Leadership and management roles

High quality service provision

**Skills**

Essential

To plan individual and holistic care of residents.

Good oral and written communication skills

Ability to organise self /systems/procedures

Ability to contribute to the policy and decision making process.

Enable and promote delivery of high quality care

Demonstrate high quality practice skills

Good records and report writing

Basic IT skills (use of Microsoft Office applications)

**Knowledge**

Essential

Understanding of relevant legislation eg:

Health Authority legislation.

Health and Safety procedures.

Equal Opportunities etc.

Mental Health, Community Care, National Care Standards Act

**Personal qualities**

Essential

Leadership.

Ability to work under stress.

Listening and counselling skills.

To be able to maintain confidentiality.

Ability to manage conflict.

Ability to liaise with fellow professionals, committee members etc.

To communicate effectively with resident group. Enablement and warmth.

Provide caring environment

Motivate staff

Flexible manner

Commitment to anti-discriminatory practice