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| **Job title:** | Registered Manager |
| **Responsible to:** | Director of Quality & Care |
| **Responsible for:** | Care Home Team |

**Purpose of the Job**

* **To promote and work within our values:**

A circular diagram of different colored circles

AI-generated content may be incorrect.

* **To work towards our five strategic aims:**

1. **Exceptional person-centred care:** We will provide care that enhances the well-being, dignity, and independence for every resident, ensuring they experience a good day, every day.
2. **Safe, comfortable, and welcoming homes:** We will maintain and improve our homes to support the well-being and quality of life of our residents.
3. **A place that people choose to work and volunteer:** We will create a culture of kindness, dignity, respect, independence, and choice.
4. **Community Engagement and Collaboration:** We will engage and collaborate with communities and partners to enhance support and services for our residents and their families.
5. **Fit for now and the future:** We will ensure Sheffcare is well-run, financially sustainable, and future ready.

* **To work within our Leadership Charter**
* **To adhere to the Department of Health & Social Care Registered Manager requirements (appendix 1), including complying with the legal and regulatory status of the Registered Manager role**
* **To oversee the day-to-day running of a Residential Care Home (and Day Care Service where applicable)**

Your role is to make sure that the care home follows all the rules and regulations set by the Care Quality Commission (CQC), Sheffield City Council, and other industry authorities. You’ll also need to follow all Sheffcare policies and procedures.

You will be responsible for keeping residents and staff safe by managing health, safety, security, and emergency procedures in line with the law. Additionally, you’ll regularly check the quality of care being provided and work on improving it when needed.

This role is about being a strong, ethical leader who sets a positive example and stays actively involved in the charity.

**Specific Duties & Responsibilities**

* Actively interact with residents and visitors to create a friendly and welcoming environment
* Observe, develop and improve the care service as residents' needs change.
* Ensure electronic care records are kept up to date, checked often, and any necessary changes are made.
* Set up ways for residents to share their feedback so the service can be improved.
* Always respect residents' diversity, dignity, privacy, and confidentiality, and ensure all employees do the same.
* Leading and improving the care team’s performance.
* Managing all aspects of employee relations, including hiring, training, and performance management, while following our policies and all employment laws.
* Using the charity’s support teams to help meet your objectives and KPIs
* Keeping staff and residents well-informed and engaged.
* Identifying and developing talented employees for future leadership roles.
* Building strong partnerships with everyone involved in individual care.
* Set clear goals for your home improvement projects and complete them by the timescales agreed
* Plan your budget before the financial year starts, keep track of spending, and adjust as needed with the Director of Finance.
* Create staff schedules that fit within the budget within agreed timescales.
* Use monthly reports and data to improve services and care.
* If a complaint comes in, it will be your job to handle it properly, following Sheffcare’s guidelines to find a solution.
* Be enthusiastic about setting and tracking goals that improve residents' experiences while staying within budget and managing finances effectively.
* Actively suggest ideas to help grow and improve the charity’s strategy and business plans.
* Stay informed about internal and external changes that could impact business plans and adjust accordingly.
* Take initiative in increasing income and ensuring that occupancy levels bring in the best possible revenue and surplus, whilst maintaining quality and safety of all residents
* Follow the instructions and guidelines in the Sheffcare Registered Manager Handbook.
* Demonstrate resilience
* Show emotional intelligence
* Attend / undertake and fully participate in training as required by the charity
* Undertake any other duties applicable to the grade and post
* Record and report effectively through the charity’s recording and information systems as required
* Any other reasonable request made by a member of the executive team

**Performance Measures**

* Residents and their relatives rate the quality of care and service highly
* CQC rating of good
* Care plans are reviewed and hold relevant details in line with charity procedures
* The team you are responsible for have recorded one to ones and are up to date with mandatory training and developmental training to enable them to perform well in their job
* A high level of employee satisfaction
* High employee retention
* Operating within agreed budgets
* KPIs are achieved

**Qualifications**

* Minimum level 4 Diploma / NVQ in Social Care or Health Care (achieved or working towards) or level 4 Diploma / NVQ in Management (achieved or working towards) or Registered Managers Award

**Skills & Experience**

* Proven ability to provide excellent care for vulnerable people and spot opportunities to develop and grow the service
* Financial and commercial acumen
* Excellent motivation and people skills to lead and manage a large, diverse team
* 2 years’ experience of being a registered manager or a deputy manager
* Proficient at planning and organising and managing a large operation
* A self-starter who sees every obstacle as an opportunity

**This job description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.**

***I confirm I have received a copy of the updated Registered Manager’s job description***

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| **Name:** |  |
| **Signature:** |  |
| **Date:** |  |

**Appendix 1**

**Department of Health & Social Care Guidance: 'Registered manager' role category**

**What people do in their work**

This section outlines the kind of responsibilities someone within this role category is likely to undertake as part of their role.

This role category supports people who need care and support to be able to live their lives. It could be across a variety of settings, delivering care and support:

* in people’s own homes
* in a residential setting
* through supported independent living

At this level you may still provide direct care and support but it will likely be focused on ensuring the service meets all its regulatory and legal requirements. This includes providing safe and effective person-centred care and support.

You will be responsible for ensuring your staff are effectively trained to deliver high-quality care while ensuring they are supported, recognised and valued.

You’ll be responsible for the day-to-day running of your service, making informed strategic decisions about how it operates.

**Legal and regulatory status of the registered manager**

The management roles and structures in place across adult social care will vary according to the size and type of organisation. The role of registered manager comes with specific requirements set out in the Health and Social Care Act 2008 (Regulated Activities) and Care Quality Commission (CQC) guidance.

These state the expectations that registered managers must meet for their service to comply with CQC standards.

As a registered manager, you must:

* be of good character
* be able to properly perform tasks intrinsic to your role
* have the necessary qualifications, competence, skills and experience to manage the regulated activity
* have supplied documents that confirm your suitability

**Difference between the registered manager and deputy manager role categories**

There are several differences between registered managers and deputy managers:

* the registered manager’s role in regulation and statute as set out above
* all registered managers must have or be working towards a Level 5 Diploma in Leadership and Management (or equivalent)
* the registered manager’s primary focus is on organisation management, including statutory duties, leadership and external-facing responsibilities, including engaging with families and other professionals
* depending on the size of the organisation, roles in the deputy manager role category will often have a more explicit focus on people management and the day-to-day delivery of care
* the role category of registered manager remains flexible. For example, in many smaller organisations, the registered manager will be responsible for all aspects of the service

**Values**

Values are the foundation underpinning the behaviours:

* kind, compassionate and empathetic
* honest, trustworthy and reliable
* respect
* courageous and principled
* see the whole person
* flexible, open and learning
* proud and positive

You can read more about the values in the ‘overview’ document on the [Care workforce pathway landing page](https://www.gov.uk/government/publications/care-workforce-pathway-for-adult-social-care) - see the section on ‘Universal sector values’.

**The behaviours people must show (must do)**

Behaviours are the way that values are demonstrated in practice. This section outlines the behaviours required to work within this role category. These are the things people might be doing in their job.

Behaviours for the registered manager role category have been developed in line with the above values and aligned with the Management and Leadership Code for Health and Social Care (draft version). This is expected to be published later in 2025.

**​Kind, compassionate and empathetic**

You must lead with compassion, modelling and championing a culture of care, empathy, openness and inclusivity in your service.

**Honest, trustworthy and reliable**

You must:

* demonstrate and set high standards of personal and professional behaviour, role modelling these attributes to the staff you lead
* establish boundaries between personal and professional responsibilities, leading others in your service to do the same
* acknowledge and take responsibility when a mistake is made, learn from the incident and actively work to ensure that the same mistake is not made again in the future

**Respect**

You must:

* personally promote equality and diversity and ensures your staff are sensitive to people’s culture, age, gender, religion, race, sexual orientation and disability
* encourage and enable both staff and people drawing on support to be involved in decision-making, respecting and incorporating their views on how support should be provided
* treat everyone with dignity, sensitivity and respect using a convincing and authentic leadership style

**Courageous and principled**

You must:

* promote and champion a culture of advocacy for the rights of people you support, ensuring people are provided with opportunities for a good quality of life through positive risk taking
* challenge yourself to try new things, supporting others to do the same

**See the whole person**

You must:

* act as a leader in delivering person-centred support; you must lead a culture of co-production in your service, recognising the significance and value of the lived experience of the people drawing on care and support
* devote yourself to ensuring the contentment, health and wellbeing of the people drawing on care and support by putting them at the heart of what you do

**Flexible, open and learning**

You must:

* act in a flexible, creative, innovative and proactive way when problem solving, taking account of best practice
* promote an open environment that encourages and values feedback and learning from incidents, taking responsibility for ensuring it is incorporated into practice
* champion, and lead others in the use of, reflective practice to help drive service and personal improvement

**Proud and positive**

You must:

* take pride in your role in adult social care, empowering your staff to also take pride in the work they do, celebrating achievements and success
* role model a calm, measured and positive approach when managing complex or difficult situations

**Working together**

You must act proactively to develop positive and collaborative relationships with your staff, external stakeholders and people who draw on care and support.

**Professionalism**

You must:

* act in an ethical and professional manner, role modelling evidence-based best practice and values
* take personal responsibility for the effective and safe running of the service at all times
* recognise the need for continual professional development to remain up to date and able to understand and follow appropriate regulations and practice updates or innovations

**Knowledge and skills people should have**

Knowledge refers to what someone needs to understand to undertake the responsibilities of the role.

Skills are the ability to apply that knowledge in practice.

This section outlines the knowledge and skills someone working in this role category should know and the things they should be able to do in their job.

**Minimum knowledge and skills in this role category**

You should have the baseline knowledge and skills from a previous role category. These could be:

* supervisor or leader
* practice leader
* deputy manager

If you are bringing baseline knowledge and skills from a supervisor, leader or practice leader role, you will need to rapidly develop your knowledge and skills to bring these in line with requirements for the deputy manager role category.

**Internal registered manager induction**

This induction will be specific to each organisation.

**Development of knowledge**

You should develop your knowledge in line with the manager induction standards​:

* leading and managing in adult social care
* supporting and developing teams
* regulation and governance
* effective communication
* working with partners
* leading a person-centred service
* safeguarding and mental capacity
* making decisions
* managing resources
* learning and innovating
* personal development and wellbeing

**Progression**

You can move your practice to Level 5 competency through the Level 5 Diploma in Leadership and Management in Adult Care or through an apprenticeship - see the ‘Knowledge and skills breakdown for this role category’ section below for more detail.

As a registered manager, you should complete training relevant to the needs of the people using your services and the environment your work in - for example, homecare, residential or supported living. This might include through relevant Level 5 optional units, or other qualifications, learning programmes and training available in the sector.

You should keep your knowledge and skills up to date through continual professional development. This might include:

* innovations to practice
* statutory and mandatory updates
* changes to legislation that might impact your setting or practice

You can also continue your development by moving your practice to Level 6 or Level 7 standard (optional).

**Digital skills**

As part of registered manager knowledge and skills development, you should also develop both level 1 (digital skills for all) and, where suitable for the setting or role, level 2 (go further) skills from the [Adult Social Care Digital Skills Framework](https://beta.digitisingsocialcare.co.uk/digital-skills).

**Knowledge and skills breakdown for this role category**

**Understanding leadership and management in adult care**

You should:

* understand  leadership and management theories and styles
* understand leadership and management in adult care

**Governance and regulatory processes in adult care​**

You should:

* understand legislation and statutory guidance that underpins adult care provision
* understand internal governance arrangements within your own organisation
* understand systems and requirements for the regulation of adult care services [note 1]
* understand the inspection process in adult social care [note 1]
* understand the inspection process in your own service [note 1]

Note 1: the highlighted knowledge and skills elements would not be required of those managers who do not need to be registered with CQC.

**Decision-making in leadership and management within adult care​**

You should:

* understand effective decision-making
* be able to demonstrate effective decision-making

**Understanding business and resource management for adult care​**

You should:

* understand the principles of effective resource management
* understand the principles of effective human resources (HR) management
* understand market provision in adult social care
* understand integrated approaches in health and social care

**Team leadership in adult care​**

You should:

* be able to provide leadership for a team
* be able to manage teamwork

**Leading team learning and professional development in adult care​**

You should:

* understand the principles of learning and professional development in adult care
* be able to lead learning and professional development practices

**Professional supervision in adult care​**

You should:

* understand the purpose and practice of professional supervision in adult care settings
* be able to provide regular professional supervision

**Safeguarding in adult care​**

You should:

* understand requirements for safeguarding in adult care
* be able to lead the implementation of practices, policies and procedures to support safeguarding in adult care

**Understanding mental capacity and restrictive practice in adult care​**

You should:

* understand mental capacity and consent
* understand the use and impact of restrictive practices
* understand what is meant by the term ‘least restrictive practice’
* understand how to use person-centred planning and strengths-based approaches to deliver least restrictive practice

**Leading and managing partnerships in adult care​**

You should:

* understand the context of relationships and partnership working
* be able to lead effective relationships with individuals, carers and families
* be able to manage working relationships with colleagues in your own setting to achieve positive outcomes for individuals
* be able to work in partnerships with professionals and other agencies

**Leading practice to manage comments and complaints​**

You should:

* understand the management of comments and complaints
* be able to lead your practice in listening and responding to comments and complaints

**Leading the vision of an adult care setting or service​**

You should:

* understand how to develop a vision for the service
* be able to lead commitment and implementation of the vision and future direction of the service

**Continuous improvement within adult care​**

You should:

* understand continuous quality improvement in adult social care
* be able to lead continuous improvement in practice
* be able to lead a culture that supports innovation and change to improve outcomes for individuals
* understand how to implement effective change

**Effective communication in leadership and management in adult care**

You should:

* know how to use communication skills to achieve positive interactions
* know how to manage and resolve conflict
* be able to communicate effectively with others
* be able to develop communication practices that promote positive outcomes

**Managing the effective handling of information in adult care​**

You should:

* understand effective information management
* be able to implement systems for effective information management

**Leading person-centred practice​**

You should:

* understand person-centred, outcomes-based practice
* understand the value of person-centred practice in partnership working to enable individuals to achieve their desired outcomes
* be able to lead your practice to facilitate positive outcomes for individuals through person-centred practice
* understand the role of relationships in promoting health and wellbeing
* be able to lead your practice in recognising individuals’ relationships
* understand positive risk-taking in the context of supporting individuals
* be able to lead the implementation of practices, policies and procedures to manage risk and positive risk-taking

**Leading a service that promotes health and wellbeing in adult care​**

You should:

* be able to lead a culture that promotes individuals’ wellbeing and independence in all aspects of day-to-day practice
* understand the importance of promoting individuals’ health and wellbeing
* be able to lead your practice in promoting individuals’ health and wellbeing

**Leading and promoting equality, diversity, inclusion and human rights in adult care​**

You should:

* understand equality, diversity, inclusion and human rights
* be able to lead a culture that promotes, values and celebrates equality, diversity, inclusion and human rights

**Leading and managing health and safety in adult care​**

You should:

* understand health and safety requirements in adult social care
* be able to lead the implementation of health and safety requirements in adult social care
* understand effective risk management
* be able to lead the implementation of policies, procedures and practices to effectively manage risk

**Professional development for leaders and managers in adult care​**

You should:

* be able to demonstrate commitment to your own development
* be able to demonstrate a commitment to self-awareness
* be able to manage your own workload effectively

**Personal wellbeing for leaders and managers in adult care services**

You should:

* understand your own wellbeing
* understand the importance of maintaining and improving your own wellbeing
* know how to maintain and improve your own wellbeing
* know how to manage your own stress and anxiety

**Development of other knowledge and skills**

**Understand how to mentor others [note 2]**

You should:

* understand the role that a registered manager has in relation to mentoring others
* understand the purpose of mentoring in adult care and the differences it has from coaching
* be able to develop a mentoring relationship with the mentee
* work in partnership with the mentee to set targets and review progress towards those targets
* work in partnership with the mentee to review progress towards targets and, when completed, set new ones
* mentor others in the delivery of adult social care

**Understand how to coach others [note 2]**

You should:

* understand the role that a registered manager has in relation to coaching others
* understand the purpose of coaching in adult care and the differences it has from mentoring
* be able to develop a coaching relationship with the person receiving coaching
* work in partnership with the person being coached to set targets and review progress towards those targets
* work in partnership with the person being coached to review progress towards targets and, when completed, set new ones
* coach others in the delivery of adult social care

**Understand how to apply learning [note 2]**

You should:

* be able to apply basic counselling skills to support your team
* be able to apply mental health first aid
* be able to train the trainer (through completing ‘train the trainer’ learning)
* be able to assess learning (through completing assessor training)
* complete Oliver McGowan Mandatory Training on Learning Disability and Autism Tier 1 (if not done so already). Tier 2 can be undertaken in settings providing direct care to individuals with autism or a learning disability

Note 2: these learning outcomes have been carried forward from the supervisor or leader role categories. People working in the registered manager role category should also have these knowledge and skills.

**Business skills**

You should:

* understand how to market a care setting in the context of a business
* understand how to grow and develop the business
* understand client acquisition and its importance for the business
* understand budget management
* be able to manage the rotas effectively
* understand how to communicate with future customers
* understand how to build relationships with commissioners
* be able to use data for advocacy
* be able to interpret reports

**Leadership or soft skills**

You should:

* understand how to role model good practice
* show and practise emotional intelligence
* be adaptable and creative in management
* build trust in your setting, both between staff and with the people who draw on care and support and their loved ones
* be able to negotiate and persuade
* be able to apply critical thinking to your practice and setting
* understand how to manage your time management effectively
* understand how to manage difficult conversations both internally and externally
* understand how to have professional conversations both internally and externally, having confidence in yourself within these situations

**Human resources (HR) management knowledge and skills**

Consider HR training courses relevant to your role.

**Understanding HR practices**

You should:

* understand the role of HR management
* understand how HR management influences the business activities of an organisation

**Understanding employment legislation**

You should:

* understand the requirements of employment law
* understand the role of employment contracts

**Understanding employment rights and obligations**

You should understand the employer and employee expectations, including the employer and employee statutory rights and responsibilities.

**Understanding the management of employees’ performance**

You should understand the management of underperformance in the workplace.

**Principles of employee motivation, commitment and engagement**

You should:

* understand performance management
* understand reward and recognition
* understand how to carry out a performance review

**Understanding recruitment and selection**

You should:

* understand the factors that affect an organisation’s talent planning, recruitment and selection policy
* understand recruitment and selection methods for the resourcing of talent
* understand how to manage the recruitment and selection interviewing process for a job role
* understand succession planning and its importance

**Understanding onboarding and induction**

You should:

* understand the onboarding and induction process
* understand how to support the training and development process of individuals

**Clinical skills**

You should:

* understand what clinical skills you and your staff need in your setting to deliver safe and effective care
* be able to compile a development plan for you and your staff to gain the requisite knowledge and skills necessary to deliver clinical care
* understand how to monitor and review the development of your staff to ensure they provide safe and effective clinical care moving forward and that knowledge and skills do not lapse
* understand what oversight of clinical care is appropriate and who should provide this oversight
* be able to engage with clinical oversight organisations or professionals to ensure that clinical level care is provided safely

**Understanding of deprivation of liberty safeguards**

You should:

* understand what is meant by the term ‘deprivation of liberty safeguards’ (DoLS)
* understand why some people who draw on care and support may need to be deprived of their liberty
* understand what is meant by the term ‘best interest’
* be able to contribute to DoLS assessments
* be able to safely implement the restrictions agreed within a DoLS authorisation
* understand in what circumstances a DoLS authorisation might need to be reviewed
* understand who to contact to request a review of a DoLS authorisation

**Understanding sources of funding and how to access them**

You should:

* understand how the care and support your service provides is funded
* understand when funding for a package of care might need to change
* be able to contribute to funding assessments

**English and maths**

You should have functional skills in both English and maths.

**Suggested learning opportunities**

Qualifications:

* Level 5 Diploma in Leadership and Management in Adult Care​
* Level 5 Award in Understanding Digital Leadership in Adult Social Care
* Registered managers can also look to continue their development moving their practice to a Level 6 or Level 7 standard (optional).

Learning programmes:​

* Lead to Succeed​
* Well Led

eLearning:​

* Introductory Modules for Managers​
* Being prepared for CQC inspection​
* Improving your CQC rating​
* Delivering outstanding care​
* Leading Change Improving Care​
* updated continuing professional development (CPD) modules (Understanding Workplace Culture, Understanding Performance management and Understanding Self-Management)