

Job Title	Registered Manager/Manager
Responsible to	Regional Head of Operations
Responsible for	Deputy Manager/Support Team

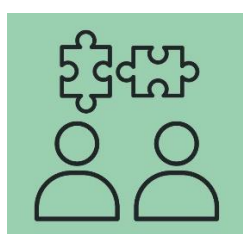
Our Values



**Respect is
our
starting
point**



**We spark
imagination**



**We learn
together to
be our best**



**We believe
in each other**

Role Purpose

The SeeAbility Manager role is to lead the home/s and your team. You are responsible for securing, sustaining and promoting our charity. Maximising opportunities for people we support to live, love, thrive and belong, through the excellent personalised support your team deliver.

Leadership & Culture

- Be a visible and present SeeAbility leader through role modelling our values and behaviours that support to create an open culture where: -
 - There is fairness, we can all be ourselves and feel we belong.
 - Everyone is able to contribute and feels listened to.
 - People make their own decisions and are accountable.
 - Everyone feels appreciated, safe and able to do their best.
- Create a people focused environment and opportunities within your home/s which supports people to live, love, thrive and belong through access to the rights and opportunities available to everyone.

- Be proactive in creating and developing positive internal and external relationships. You'll play an important role in strengthening the SeeAbility brand as a trusted partner to key stakeholders including commissioners, local authorities, families and the CQC.
- Support SeeAbility to achieve its strategic goals. This includes working on projects and sharing key information with your team, coming up with and undertaking ideas and initiatives to help us succeed.
- Identify and embed continuous improvements and organisational change within your home through positive communication and management.
- Identification and effective management of key critical risks within the home/s, linked to our wider aim of people having the best possible life. Manage risk through problem solving, timely decision making with involvement and escalation with key stakeholders.
- Invest time in developing your knowledge, skills, and professional network to support you, your team and the organisation to thrive.

People Management

- Meet and deliver contractual and legal obligations within your home/s through identification and review of staffing requirements.
- Ensuring that delivery hours contracted by funding authorities are fulfilled in a manner that both maximises the quality of support and is delivered in the most cost-effective manner.
- Recruit and select the right people who are aligned to our values and the needs of the people we support.
- Proactively manage talent within your team through engaging with colleagues, inducting, setting expectations, reviewing progress, and identifying aspirations.
- Create succession plans to develop and retain talent to support future growth across the organisation.
- Set clear expectations and manage your team according to our policies, e.g. managing absences and evaluating performance, to support retention.
- Take an active role in supporting your team learn and grow. Manage training requirements, provide guidance and coaching to your colleagues so they are competent and confident in their job.
- Promote open and honest conversations about the well-being of your team. Get involved in local and organisational initiatives to support this.
- Create a flexible work environment that meets the needs of the people we support and colleagues.
- Recognise and praise the efforts of individuals and teams by giving positive feedback. Participate in local and organisational initiatives that encourage this and celebrate successes.

Quality, Compliance & Safeguarding

- Inspire and empower your team to support people to achieve the quality of life they want by listening to their priorities and taking action.
- Work together with the person and their support network to deliver high-quality, safe support via a skilled and knowledgeable team.
- Follow social care legislation and regulations to keep your team and home compliant. Demonstrate and keep records of quality outcomes for the people you support. Go beyond compliance by monitoring, setting goals, analysing data, and planning actions to improve quality.
- Make sure you and your team follow all the policies, procedures, and local/national guidelines for running a safe home for the people you support.
- Safeguard people by creating a culture of openness and empowerment. Involve the people you support, your team, and others in making decisions.
- Manage, report, escalate, and respond to, any safeguarding concerns in line with policy and procedures.
- Support SeeAbility's reputation through understanding and being involved in your local community. Actively promote the work of SeeAbility and your home/s to local organisations, groups, commissioners, and others.
- With support from the volunteering team manage volunteers and befrienders to enable people we support to live their best lives.
- Ensure your team know how to handle personal data responsibly and follow data protection rules.

Facilities, Finance & Growth

- Manage the home/s finances, including proactively managing empty rooms, ensuring we deliver on contracts and meeting home budgets.
- Participation and contribution to budget forecasting and actively responding to management accounts variations.
- Support growth within your area of responsibility by assessment of potential referrals to the home/s, ensuring compatibility with those already living in the home/s and management of transitions.
- Respond to changing needs of people we support and subsequent contract requirement changes.
- Create places that people call home, with personalised touches. Ensure good maintenance and tenancy management where required. Make sure everyone respects the home and equipment and report any repairs needed.
- Plan and organise local fundraising activities with the help of our fundraising team.

Person Specification

Qualifications	<ul style="list-style-type: none"> Level 5 Leadership and Management in Health & Social Care (or equivalent) or willingness to undertake.
Knowledge & Experience	<ul style="list-style-type: none"> Expert knowledge, understanding and application of relevant legislation, statutory guidance and CQC regulations. A minimum of 2 years' experience in social care management (residential care or supported living) within the last 5 years Experience supporting people with learning disabilities, behaviours that challenge and/or sight loss Experience of managing budgets. Demonstrable experience of Safeguarding legislation and processes relating to Vulnerable Adults.
Personal Qualities	<ul style="list-style-type: none"> Ability to support, manage and develop staff. Being able to lead by example and motivate self and others, through coaching and mentoring. Ability to work under pressure and cope with the unexpected, to respond calmly to crisis, providing appropriate solutions and seek support when required. A good standard of numeracy, literacy and IT skills with the ability to effectively communicate via email, word and excel and produce written reports Excellent communication skills. Experience of building positive working relationships with people we support and their families, staff and other health and social care professionals. Problem resolution and solution focused with ability to prioritise A commitment to promoting and protecting equality of opportunity and celebrating diversity Willingness to further own professional development through study and training
Other	<ul style="list-style-type: none"> Full UK driving license