Hopeful Futures CIC
Aston-Mansfield Community Centre
1 Toronto Avenue, London E12 5JF
E: hello@hopefulfutures.net
T: 07832 249764

Job Description: CQC Registered Manager

CQC Registered Manager Job Summary

We are an innovative and dynamic community interest company based in the London Borough of Newham. Our service vision is to create opportunities for autistic people, those with learning disabilities, and their families, to thrive within local communities. This post-holder will be our CQC registered manager for our domiciliary care and supported living service. They will also be responsible for overseeing and delivering in-house training. Our Registered Manager will act as the safeguarding lead for 'Hopeful Futures Supported living'. You will have overall responsibility for the quality, safety and compliance of the service, ensuring it consistently meets CQC regulatory requirements and Hopeful Futures CIC policies and procedures.

It is vital that the successful Registered Manager shares Hopeful Futures' value base of LIGHT: Love, Integrity, Gentleness, High expectations and Time, with the ability to promote & uphold these values at all times for the duration of their work.

Please note that the job offer is conditional upon a satisfactory CQC interview outcome, an enhanced DBS check and satisfactory references.

CQC Registered Manager Responsibilities and Duties

- Completing and attending all mandatory and specialist training activities (online and face to face)
- Engaging in regular individual supervision and team meetings to enable reflective practice
- Engaging in yearly appraisal, to identify personal and professional goals as well as an appraisal of practice
- Regularly reading and keeping up to date with all work-related correspondence, responding as necessary
- Preparing for and leading CQC inspections. Ensuring compliance with CQC registration requirements and regulations, making sure we are 'inspection ready' at all times to attract an outstanding rating on inspection
- Ensuring our policies and procedures are up to date & implemented by everyone in the organisation, at all times
- Acting as line manager for our programme lead
- Ensuring our person-centred support service is delivered to a high standard at all times
- Ensuring the smooth delivery of domiciliary care/supported living via overnight respite provision in an individual's own home
- Demonstrating Hopeful Futures values at all times; LIGHT: Love, Integrity, Gentleness, High expectations, Time

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- Acting as Safeguarding Lead, ensuring a clear on-call rota is in place and that safeguarding concerns are identified, responded to, recorded, escalated and reported appropriately to the relevant local authority.
- Ensuring all staff receive the appropriate safeguarding training for their roles, ensuring that everyone follows our safeguarding policy and procedures at all times
- Ensuring CQC statutory notifications are submitted within the required timescales and maintaining accurate records of all notifications.
- Maintain and update the capacity tracker as required, ensuring information is accurate and up to date.
- Monitoring the quality of care through regular audits, observations, spot checks, reviews and feedback, identifying areas for improvement and ensuring actions are completed.
- Reviewing care plans, risk assessments and other care records as required to ensure they are accurate and reflective of people's changing needs.
- Ensuring people's capacity, consent and best interests are appropriately considered and documented, including compliance with the Mental Capacity Act and Deprivation of Liberty Safeguards where applicable.
- Ensuring medication systems are safe and appropriately monitored, including medication administration, recording, audits and investigation of any errors.
- Planning & delivery of specialist training for staff.
- Keeping up to date with any professional registration requirements
- Respecting and upholding the people we support's rights at all times, always promoting their right to privacy, dignity and choice
- Overseeing recruitment, ensuring appropriate pre-employment checks, references, DBS checks, induction, shadowing and competency assessments are completed before staff work independently.
- Working collaboratively with health and social care professionals to ensure people's health and social care needs are appropriately assessed, coordinated and reviewed.
- Ensuring business continuity and contingency arrangements are in place for staffing shortages, emergencies, unexpected incidents and other disruptions to service delivery.
- Being flexible and responsive in approach, to meet the changing needs of our CQC registered supported living
- Leading the development and growth of Hopeful Futures Supported Living and person-centred support service, identifying opportunities to expand the provision and support additional people.

We welcome applicants of all faiths or none and have a robust equality and diversity policy with a zero-tolerance approach to any form of discrimination. Irrespective of

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faith background, applicants should be sympathetic to the Christian ethos of the organisation.

This job description is not an exhaustive description – it is a guide and will be subject to review to meet the service / business needs.

Supervisory Structure:

Your line manager is the Managing Director. You are line manager for our Programme Lead.

CQC Registered Manager Qualifications and Skills

Qualification/Skill	Desirable	Essential
Relevant Level 5 qualification in Leadership and Management for Adult Care, or equivalent relevant management qualification.	✓	
Experience of managing or leading adult social care services, with experience relevant to domiciliary care and/or supported living.		✓
Professional qualification in a relevant health or social care discipline, such as Learning Disability Nursing, Mental Health Nursing, Adult Nursing, Children's Nursing, Occupational Therapy or Physiotherapy, or another relevant professional qualification.	✓	
At least 5 years' of experience of directly working with people with learning disabilities, autism and those with additional mental health difficulties / behaviours of distress / behaviours that challenge		✓
Experience of delivering training	✓	
A thorough understanding of the principles of Positive Behaviour Support		✓

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Qualification/Skill	Desirable	Essential
An excellent understanding of CQC regulations, requirements and inspection processes		✓
An excellent understanding of safeguarding vulnerable adults & children procedures with practical experience in managing safeguarding concerns appropriately		✓
A good understanding of person centred support in learning disability practice & active support		✓
Demonstration of personal value base being in line with Hopeful Futures values of LIGHT: Love, Integrity, Gentleness, High expectations, Time		✓
Ability to develop positive working relationships with colleagues, autistic people & those with learning disabilities, their families, our board of directors and external agencies		✓
Excellent IT skills	✓	
Good report writing skills		✓
An ability and willingness to continually reflect on practice and to respond positively to constructive feedback		✓
An ability and willingness to be flexible in approach to the needs of the service		✓

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Employee Benefits

- The pay rate for this role is £20 per hour FTE £39,000
- This role is for 2 days (15 hours) per week
- Hybrid working, with at least one full day each week working from the office (Thursday). *Flexible working arrangements may be considered upon request.*
- We provide high quality training & a robust induction process to settle you into your role
- Enhanced maternity & adoption leave scheme
- 28 days annual leave increasing by 1 day for each year of continuous service (up to 33 days)
- An additional day off for your birthday
- We are a recognised disability confident employer
- We have an Enhanced Employee Assistance Programme with access to free counselling and other well-being services