

Job Title: Registered Manager

Location:

Reports to: Locality Manager

Service Type: Residential Care for Adults with Learning Disabilities, Autism, and Mental Health Needs.

Role Purpose:

At CareTech, we believe every person deserves the opportunity to lead a fulfilling life, and we are committed to delivering exceptional care and support that is person-centred, empowering, and respectful; making extraordinary days, every day. As a Registered Manager, you will provide operational leadership and be accountable for the service, supporting people with complex needs including learning disabilities, autism, and mental health. You will lead the team within your service with integrity, champion best practice, ensuring that your service achieves high standards of quality, staff engagement and sustainable performance.

Role Overview:

As a Registered Manager, you will take the lead in overseeing and being accountable for the delivery of high-quality residential care services for adults with learning disabilities, autism, and mental health needs.

You will champion service excellence by driving person-centred outcomes and balancing operational, workforce, quality, and commercial priorities in alignment with our company values and all relevant regulatory standards.

A key part of your role will be creating a culture where staff understand the importance of building meaningful, supportive, and life-enhancing relationships with the individuals we support. You will ensure that these interactions promote dignity, independence, and overall wellbeing.

You will be responsible for ensuring the service consistently meets or exceeds the expectations of stakeholders and commissioners, adhering to all relevant legislation and contractual requirements — including but not limited to CQC, CIW or equivalent regulations and local authority standards.

As the Registered Manager, you are legally accountable for the delivery of safe, professional, and person-centred care. You will report directly to the Locality Manager and play a critical role in ensuring that the people we support remain at the heart of everything we do.

1. **Quality** – Leading with Integrity and Accountability

- Take overall accountability for the allocated service, ensuring the day-to-day delivery of safe, caring, and high-quality support that meets the personalised needs of individuals.
- Ensure the service operates in full compliance with statutory guidelines, regulatory requirements (e.g., CQC, CIW or equivalent), and CareTech's internal policies and procedures.
- Conduct regular Quality Assessment Audits to drive continuous improvement, including ongoing review and implementation of the Service Development Plan.
- Oversee and regularly review quality assurance processes and the use of CareTech's Management Information Systems, including but not limited to Operation Orderly and Key Performance Indicators (KPIs).



PERSON-CENTRED FRIENDLY INNOVATIVE POSITIVE EMPOWERING

- Work flexibly to maintain service safety and standards, including completing regular out-of-hours spot checks and participating in the regional on-call rota.
- Support individuals in accordance with their personalised care and support plans.
- Promote choice and active participation in how care and support is planned and delivered, ensuring individuals are at the centre of all decision-making.
- Uphold and promote dignity in all interactions with individuals, their families, and advocates.
- Maintain clear, concise, and accurate records and reports that reflect the care provided and support given.
- Ensure all information is stored and shared safely and confidentially, in line with policies and best practices.
- Follow fire safety procedures and apply risk assessments to promote and maintain a safe environment for individuals and staff.

2. **People** – Inspiring Teams & Growing Talent

- Foster a culture of dignity, respect, and inclusion for both staff and the individuals we support, enabling staff to develop areas of expertise and achieve positive outcomes and pathways for those in our care.
- Ensure all new staff are inducted in line with company policies and procedures, covering mandatory training, right-to-work checks, safeguarding protocols, and legal compliance.
- Lead day-to-day people management, including setting clear expectations and behaviours, managing performance and attendance, and supporting professional development and learning.
- Facilitate meaningful supervisions for team members.
- Conduct and support investigations into staff conduct or concerns regarding service quality, including whistleblowing and complaints.
- Reflect on personal work practices to identify areas for growth and improvement.
- Contribute actively to your own development plan and take responsibility for continuous professional development.
- Attend regular supervision meetings with your Locality Manager and fully engage in the CareTech appraisal process.
- Participate in the recruitment and selection of new staff, ensuring a values-based and competency-led approach.
- Act as a mentor, supporting team-building initiatives and delivering or facilitating training programmes tailored to individual and team development needs.
- Take responsibility for internal communication, ensuring staff are regularly informed, updated, and engaged with service developments and priorities.

3. **Commercials** – Delivering Sustainable Services

- Overseeing budgets and financial operations within the assigned service, ensuring adherence to financial reporting procedures and promoting staff awareness of their financial responsibilities.
- Driving service occupancy and ensuring the efficient, compliant delivery of commissioned hours.
- Providing monthly reports on financial and operational performance aligned with agreed priorities, highlighting risks and identifying opportunities for service improvement.



Person Specification:

Essential Experience & Qualifications

- Relevant Health & Social Care qualification equivalent to a Level 5 or working towards.
- IOSHH Working Safely.
- Relevant Management or Leadership Qualification equivalent to a Level 3.
- Previous experience working as a CQC, CIW (or equivalent) Registered Manager.
- Previous experience working with statutory authorities to safeguard adults.
- Performance management experience; including recruitment, induction and staff development.

Skills & Competencies

- Ability to communicate effectively, both verbally and in writing.
- Good organisational and prioritisation skills.
- Good IT Skills in the use of MS Office, including Excel.
- Ability to write clear and comprehensive reports.
- Strong leadership and coaching skills.
- Financially astute, with the ability to interpret data and manage resources effectively.
- Commitment to inclusion, dignity, rights, and empowerment of the people with disabilities and mental health needs.

Personal Attributes

- Passionate about making a meaningful difference in the lives of vulnerable adults.
- Values-driven, person-centred, and ethical in all professional interactions.
- Self-motivated and well-organised.
- Calm, professional, and solution-focused under pressure.
- A role model for quality, integrity and accountability.

