CRC Care Ltd

JOB DESCRIPTION

Position Title: Registered Service Manager

Location: Renfrew (CRC Care Ltd. Fleming Suite, The Gatehouse, Westway Park, 35 Porterfield Road, Renfrew, PA4 8DJ)

Contract: Permanent – 37.5 Hours per Week

Remuneration: £45,000 to £50,000 (Negotiable depending on experience)

Reports To: Managing Director

About the Role: CRC Care Ltd is seeking a proactive and hands on **Registered Service Manager** who will be responsible for orchestrating the growth and strategic development of the organisation. This position plays a direct and crucial part in building and executing business strategies that will help achieve business objectives while working hand in hand with the board of directors. The primary role of the Service Manager is to ensure the smooth and effective running of the service and its operations. As the Service Manager you will be responsible for the day-to-day performance of the business, ensuring the delivery of high standards of care & support to service users.

Moreover, the Service Manager will oversee work assigned to and manage all staff reporting into the Service Manager. While the overall responsibility of managing the service falls within the remit of the Service Manager, senior managers and other key members of staff will work closely and in tandem with the Service Manager to ensure company goals and objectives are met.

MAIN DUTIES AND KEY RESPONSIBILITIES:

1) Oversee the establishment and maintenance of a comprehensive business development framework, ensuring governance, clear measures of success and establishing a high functioning team as the business grows.

2) Cultivate a client-centric culture by championing the retention and attraction of service users through deliberate strategic intent.

3) Work closely with the Board of Directors with the intent to maximise revenue and manage regulatory compliance of the business.

4) Control operational costs and mitigate risk.

5) Meet or exceed individual annual KPIs agreed as part of goals & objectives.

6) Align company performance and growth direction with CRC Care Ltd.'s strategic vision, mission and values.

7) Collaborate with all staff and multidisciplinary teams to ensure that Service User's needs are met, and new initiatives are continually developed.

8) Share industry knowledge and best practices across the team while keeping abreast of industry, trends and government compliance regulations that may affect business opportunities and applying knowledge in a timely and effective manner.

9) Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.

10) Efficiently liaise with and follow up potential referrals to secure new clients as part of business development.

11) Assess new and existing service users and their associated care/support plans, incorporating client, carer, and family views, promoting service user's independence.

12) Provide weekly performance reports to the managing director In line with the reporting template.

13) Plan and ensure new staff induction and on-the-job training.

14) Identify staff developmental needs and manage staff development plans with staff as part of Supervision & Appraisal.

15) Provide management recommendations to improve care standards and business operations.

16) Provide guidance and support to all staff

17) Liaise with other care agencies and multidisciplinary stakeholder teams such as social services, Care-at-Home, GPs, Occupational therapy, Community Psychiatry and District Nurses regarding service user/clients' care as required.

18) Conduct client satisfaction surveys for feedback and follow up on issues raised or trends identified while maintaining structured approach to sharing outcomes from these and Improvements with service users e.g. 'You Said, We Did' report tools.

19) Oversee the Preparation of information for invoices and payroll and submit to accounts.

20) Conduct and chair monthly general staff meetings with minutes produced accordingly and ensuring that issues or actions raised are followed up and tracked to resolution or completion.

21) Ensure Care Inspectorate and Scottish Social Services Council (SSSC) issues, notifications and correspondences are actioned and attended to promptly.

22) Manage CRC Care Ltd Complaints process in line with company policy and procedure.

23) Participate in recruitment and management of staff in accordance with company recruitment policy, ensuring Disclosure Scotland and 'Right to work in the UK' checks are completed employment commencement.

24) Ensure staff Supervisions & Annual Appraisals are carried out in line with company policy and regulatory requirements.

25) Ensuring staff discipline and conduct is upheld across the organisation in accordance with company disciplinary policy and in consultation with Human Resources (Outsourced).

This list is non-exhaustive and you may from time to time be asked to carry out additional tasks as required by the business.

ESSENTIAL REQUIREMENTS:

- Previous experience as Registered Service Manager of a regulated care at home service provider.
- Nursing Degree (or equivalent)
- Professional Development Award (PDA) in Leadership and Management for Care Services at SCQF Level 9/10
- Excellent organisational and communication skills.
- Proficiency in Microsoft Office and/or homecare management systems (CareLineLive experience desirable).
- Strong attention to detail and ability to manage competing priorities.
- Ability to achieve success with minimal oversight in sometimes ambiguous work environments.
- Strong business acumen, and assertive decision-making ability.
- Honest and ethical with good reputation in the social care industry with proven track of maintaining/improving Care Inspectorate Quality grades.
- Flexibility to multi-task and perform a wider range of activities while being self-directed, self-motivated, and self-managed even when operating outside of core focus.
- Team player with a professional, relationship-focused personality and outstanding interpersonal skills.
- Strong business and financial acumen with analytical ability to assess the business and drive the organisation forward.
- Ability to create and foster a highly energised team that focuses on high performance.
- Collaborative team player with a strong desire to achieve results while respecting the company's core values framework.

KEY RESULT AREAS:

- Documentation control, record keeping and archiving in accordance with the Data Protection Act 2018 and GDPR.
- Scottish Government Health and Social Care Standards.
- Quality Assurance.
- Care Inspectorate quality grades of minimum 3 (Adequate) and above.
- Adequate staffing levels and smooth running of day-to-day service operations.
- Service User/Client retention through cross selling ensuring operating hours of minimum 4,000 hours per week.
- Compliance with relevant UK Law and Government regulatory requirements.

CRC Care Ltd

HOW TO APPLY

Please apply directly on our website (www.crccare.co.uk) or send your CV to **hrrecruit@crccare.co.uk** with the subject line **"Registered Service Manager Application"**.

CRC Care Ltd is an equal opportunities employer. We welcome applications from all suitably qualified individuals regardless of age, disability, gender identity, race, religion or belief, or sexual orientation.