

**Job Title:** Registered Manager – Short Breaks Service

**Location:** Rochford, Essex

**Reports to:** Head of Respite

**Salary:** £43,000

**Job Type:** Full-Time, Permanent

**About Us:**

Hamelin exists to reimagine life for individuals with learning disabilities and autism, enabling limitless possibilities. Our mission is to build inclusive, caring, and compassionate communities for autistic individuals and those with learning disabilities. By empowering and supporting these individuals, we strive to enable them to live the lives they choose.

**Your New Role:**

As the leader of our Short Breaks Service, you'll be at the helm of managing and growing our 9-bed property that provides respite stays for individuals with learning disabilities and autism. Your role is crucial in making sure we deliver exceptional care, stay compliant, and run our service efficiently— whilst ensuring our mission, vision and values are not compromised. You will also be key in developing the Charity as it seeks to evolve its services and reach.

**Your Day-to-Day:**

In your day-to-day role, you'll be steering the service and your team towards the next level of success, with a laser focus on keeping the guest experience front and center in everything we do.

**Service Management:**

- Oversee the daily operations of the Short Breaks Service, making sure we deliver care that truly reflects our charity's mission and values.
- Develop and put into action strategies to grow and enhance the service, meeting the ever-changing needs of those we support.
- Create and manage the service budget, including staffing and physical requirements, ensuring financial sustainability and growth
- Maximise resources and staff efficiency to ensure we get the best possible outcomes with the resources available
- Promote a culture of reflective practice and high professional standards.

**Team Leadership:**

- Lead and support a team
- Recruit and build a highly motivated team that aligns with our values and goals.
- Create a positive, inclusive, and supportive work environment that encourages professional growth and staff well-being.
- Monitor the performance of the current team, providing feedback and support to ensure high standards of care and efficiency.

- Develop and implement a succession plan to ensure we have a strong pipeline of talent ready to step up when needed.

**Compliance and Quality Assurance:**

- Act as the Registered Manager, ensuring we fully comply with Care Quality Commission (CQC) standards.
- Follow Hamelin's policies and procedures to maintain best practices and regulatory standards.
- Implement and oversee quality assurance processes, including gathering feedback from guests and colleagues to keep improving our care.
- Engage with and become involved with continuing self-development.
- Ensure all care plans are developed with our guests and their families arranging regular reviews and updates.

**Stakeholder Engagement:**

- Identify, build and maintain strong relationships with guests, families, local and health authorities representatives, and other key stakeholders.
- Represent the Charity and service at meetings, events, and forums, advocating for the needs and rights of those we support.
- Work closely with other teams and services within the charity to ensure a unified approach to care and support.

**Business Development:**

- Identify and exploit opportunities for expanding the service, from new partnerships and funding sources both inside and outside health and care to innovative care models.
- Prepare and present business cases for improvements or expansions to the senior leadership team.
- Lead marketing and promotion of the service, boosting awareness, interest and attracting new guests.

**Other Requirements:**

- Be ready to work flexibly, which might include weekends, waking nights, sleep-ins, and bank holidays. You might also be asked to work in different services as needed.
- Complete all required training, whether through e-learning or in-person courses.
- Adhere to our published policies, procedures, and standards.
- Adhere to CQC compliance and governance requirements.

*This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of Registered Manager at Hamelin.*

### **Are you ready to take on the challenge?**

We're a values-driven charity, and we expect all our colleagues to truly live out our core values every day. Below, we've outlined what we're looking for in the ideal candidate:

#### **We Think Differently**

It's essential that:

- You're committed to reshaping how care is delivered, with a forward-thinking mindset that meets the needs of today and anticipates the needs of tomorrow.
- You bring innovation to the table, always putting our guests at the heart of every decision.
- You inspire aspirational and positive thinking within the team, helping to build a community full of optimism.
- You lead by example, inspiring change and setting a high standard for others to follow.

#### **We Enhance Lives**

It's essential that:

- You make bold, meaningful decisions that improve the quality of care for everyone.
- You and your team celebrate our guests' successes and create new opportunities for them to thrive.
- You're dedicated to supporting your team's growth and development.
- You're a true team player—listening, supporting, and jumping in to help wherever needed.

#### **We Are Community**

It's essential that:

- You create and nurture a caring, respectful, and inclusive environment for both guests and colleagues.
- You actively listen to your team and encourage them to challenge the status quo in pursuit of better care and service delivery.
- You maintain a culture of collaboration and positivity, ensuring that everyone's voice is heard and valued.

#### **Other Requirements**

It's essential that:

- You have experience managing services for individuals with learning disabilities and/or autism, preferably as a Registered Manager.
- You possess strong business acumen, with experience in budget management and service development.
- You hold a valid driver's license and have access to a vehicle.

It's desirable that:

- You have experience working in a charity or non-profit organisation.
- You're familiar with the local community and relevant stakeholders.