



Job Description

Job Title: **Registered Manager – Learning Disability Residential & Supported Living Services**

Reports to: **Executive Director**

Based at: **Oak Trees and Outreach Contracts**

Key Objectives of Role

1. To lead Empanda's learning disability residential and supported living services to ensure the delivery of safe and compassionate person-centre care.
2. To be responsible for the operational and regulatory management of the care home and supported living services, ensuring compliance with the Care Quality Commission (CQC) standards and related legislation.
3. To play a key role in driving continuous improvement through the support and development of the staff team.

Main Responsibilities

Leadership and People Management

1. To provide visible, values-based leadership to inspire, motivate and develop teams across residential and supported living settings.
2. To promote Empanda's ethos of empowerment, collaboration and respect for the people we support and for colleagues.
3. To recruit, induct, supervise and appraise staff to maintain high standards of care and professional development.
4. To ensure staffing levels and skills mix meet the needs of individuals, maintaining safe and effective service delivery.
5. To take personal responsibility to uphold the Empanda Values – accountability, commitment, compassion and integrity and promote, follow and embed the Empanda Code of Conduct.
6. To take personal responsibility for demonstrating the aims of the Empanda Equality and Diversity objectives.
7. To take personal responsibility for own Health, Safety and Welfare and that of colleagues in the workplace and service users.
8. To take personal responsibility for achieving value for money where appropriate.

Quality and Compliance

1. To act as the CQC Registered Manager for the residential service, ensuring full compliance with all legal and regulatory requirements.
2. To maintain high-quality care in line with Empanda's policies and procedures, CQC Key Lines of Enquiry (KLOEs), key questions and quality statements, and local authority expectations.
3. To lead internal quality audits and support preparation for external inspections.
4. To implement continuous improvement plans and address areas for development.

Service Delivery

1. To ensure all individuals receive person-centred support plans that reflect their needs, choices and aspirations.
2. To promote independence, active support, and inclusion in community life.
3. To oversee safeguarding processes and act as the Designated Safeguarding Lead for the services, ensuring all incidents are reported and managed effectively and appropriately.
4. To maintain accurate, up-to-date records in accordance with GDPR and company policy.
5. To keep up to date with the National Minimum Standards and Social Care Institute for Excellence (SCIE) for all LD services.

Finance and Resource Management

1. To manage service budgets effectively and ensure resources are used efficiently to deliver quality care.
2. To monitor expenditure and staffing costs in line with financial objectives and contracts.
3. To ensure compliance with health and safety legislation, risk assessments and maintenance procedures.

Partnership Working

1. To build and maintain positive relationships with individuals, families, advocates, commissioners and external professionals.
2. To represent Empanda at multi-agency meetings and reviews, promoting the organisation's reputation for excellence in care.
3. To work collaboratively with other Empanda services to share best practice and support
4. To undertake sleep-in duties to ensure appropriate cover for the service, in an emergency situation.

Person Profile

Selection Criteria	Essential or Desirable (E, D)	Assessment Method (A, I, T, D)
A = Application form I = Interview T = Test D = Desktop or other practical exercises		
Experience: <ol style="list-style-type: none"> 1. Minimum of two years' experience in a management role within a learning disability setting (residential or supported living). 2. In-depth understanding of CQC Regulations and quality standards. 3. Experience in safeguarding referrals and reporting. 4. Experience of supporting individuals with complex needs, including autism and Prader-Willi Syndrome. 5. Knowledge of Positive Behaviour Support (PBS), Active Support and other progressive care models. 	E E E D D	A, I A, I A, I A, I A, I
Qualifications: <ol style="list-style-type: none"> 1. Level 5 qualification (or working towards) in Leadership for Health and Social Care (or equivalent). 2. Level 3 Award in Education and Training (formerly PTLLS) qualified. 	E D	A A
Skills and Qualities: <ol style="list-style-type: none"> 1. Strong leadership, listening and team development skills. 2. Excellent communication, organisation and problem-solving abilities. 3. Ability to manage a team to achieve excellence in service provision. 4. A person-centred approach and commitment to equality, diversity and inclusion. 5. A good understanding of the Microsoft Office Suite and Digital Care Planning. 6. Full, clean driving licence (Business Class 1 Insurance) with access to own vehicle. 	E E E E E E	I I A, I A, I A, I A, I