

**JOB TITLE:**

Regional Operations Manager

**RESPONSIBLE TO:**

Operations Director for Residential

**PROFILE:**

The Regional Operational Manager is the lead operational role within their identified region with oversight for the provisions of care and the environment coupled with all regional matters pertaining to all regional operational work and statutory oversight. A primary focus for the region in attaining stability, excellent outcomes for young people, developing outstanding services, professionally trained staff and attain financial viability to secure growth.

**The Regional Manager will primarily:**

* To take lead regional responsibility for the operational management of the delivery of care and services including the environments.
* Achieve and maintain Responsible Individual Status for service directly responsible for.
* Ensure that all staff adhere to Horizon Care and Education Group policies and procedures and relevant external legislation
* Work to the strategies, budgets and plans agreed with the organisation, and collaborate in the conduct of regular evaluation of progress against service and wider organisational development plans
* Support the development and delivery of high quality therapeutic framework in accordance with the aims, objectives and standards.

**MAIN DUTIES**

* To ensure that each children’s home meets and exceeds the standards and expectations contained in its Statement of Purpose as well as fully complying with Ofsted requirements and recommendations.
* Lead on all safeguarding matters. Ensure the safety of all children and staff, and that safeguarding practice, procedures and recording meet all current requirements and expectations.
* Direct and manage all matters of statutory compliance for the home (and the school where relevant) and ensure that all statutory requirements are met.
* Regularly scan the regulatory horizon and maintain up-to-date personal knowledge of all statutory requirements.
* Ensure continual quality improvement to achieve and maintain Ofsted Outstanding/Good.
* Work with the referral managers to meet agreed admissions and placement targets. Ensure that effective placement plans, risk assessments, risk management and health care plans, and all relevant documentation, are in place for all resident children.
* Identify, report and manage current and emergent risks, including those that may impinge upon safeguarding and statutory compliance or inspection rating. Devise and direct improvements to mitigate risks.
* Ensure that all Horizon Care and Education Group requirements for data capture and the use of relevant management information systems are met.
* Manage local budgets and financial controls. Work closely with Head Office Finance team and highlight any financing required to support key deliverables
* To establish and maintain effective working relationships with Local Authorities and other key agencies to achieve best outcomes for young people, promote the business interests of Horizon Care and Education Group within the region and maximise opportunities to provide additional services to existing customers
* To liaise with Horizon Care and Education Group customers to ensure all quality assurance issues remain a key focus by way of regularly seeking customer feedback on service provisions
* To ensure consistency of Regulation 44 inspections via continuous monitoring of standards
* To investigate complaints and attend community meetings as and when required
* To support the process of establishing and maintaining a stable, competent and motivated staff team in all of our homes. This will include completing management investigations and disciplinary hearings as and when required
* To offer inspiration, leadership, managerial guidance, direction and support to staff at all levels
* To ensure that company policy and procedures are adhered to and that there are systems in place to monitor the administration of each of the home’s affairs
* To ensure high levels of productivity and best use of company resources through close monitoring of rotas, management of agency usage and monitoring training attendance
* To ensure that each establishment is maintained to a high standard in line with Health and Safety requirements so that staff and young people can live and work in safe and comfortable environments
* To promote the company’s equal opportunity and anti-discriminatory practice policies in relation to all staff and young people
* To assist the Senior Leadership Team in maintaining and promoting best practice throughout the regions
* To assist with analysing weekly Key Performance Indicators and addressing patterns/trends to ensure continued improved performance
* To provide Senior Management cover as and when required and complete all other duties reasonably requested
* To provide information and contribute to the Operations and Development meetings on a regular basis
* Where applicable lead in the management of Local Authority block contracts and ensure that regular monitoring activity and review meetings are undertaken effectively
* Contribute to the smooth openings of new home within the region
* Oversee the recruitment activity and allocation of candidates to vacancies within the region
* Carry out training needs analysis for the region and liaise with Training Service Manager to deliver needs
* Provide support, guidance and effective supervision and appraisal review to assigned Registered Managers
* Provide effective induction to new managers within the region in line with Company policies & practices
* To carry out other duties reasonably requested by Directors, which fall within the remit of the role and the capabilities of the post holder

**Measures of Performance**

Customer

* Local authority satisfaction with Horizon Care and Education Group service
* Frequency and positive outcome of local authority meetings
* Winning new business, contracts and preferred provider status
* Ofsted ratings

People

* Staff morale – ensuring this is at the highest level possible
* Staff efficiency – capable staff with strong ability in both care and achievement
* Staff efficiency – correct levels of personnel to support strong care provision
* Staff retention
* Effective oversight of management of staffing in all homes with region

Process

* Placement numbers, against current and future capability
* Conversion % of referrals
* Take lead on referrals
* Attaining a high standard of care and quality (minimum Ofsted rating of good in homes)
* Defined Key Performance Indictors across weekly, monthly and quarterly reporting.

Financial

* Revenue growth
* Gross margin contribution
* Net margin contribution
* Profit contribution

**Outcomes**

* Increased performance in existing residential homes within the specified region both in terms of the quality of care and the financial strength, and supporting the young people with increasingly challenging behaviours;
* Assist the Operations Director, as required, in assessing and developing new capabilities on a regional basis helping to put in place infrastructure and attracting the quality and quantity of staff and homes;
* Contract and preferred provider wins;
* Increased placement numbers;
* Improved margins and profit in existing areas;
* Attainment of company ‘gold’ standard for service delivery to local authorities in respect of residential care;
* Attainment of company standard for margin and profit in existing homes and any future endeavours;
* Attainment of high reputation for Horizon Care and Education Limited as provider of choice with local authority customers;
* Delivery of marketing and operational plans in residential care;
* Culture change to accurate planning and delivery within agreed timescales;
* Attainment of good and outstanding Ofsted ratings.

**The above is not meant to be an exhaustive list but a summary of the important elements of the role.**

**ADDITIONAL INFORMATION**

It is the nature of the work of Horizon Care and Education that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are therefore, expected to work in a flexible way when the occasion arises so that tasks which are not specifically covered in the job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work. If the additional responsibility or task becomes a regular of frequent part of the member of staff’s job, it will be included in the job description in consultation with the member of staff.

Staff will be required to become proficient in behavioural management techniques including physical intervention. Horizon Care and Education will provide appropriate training.

**Horizon Care and Education is committed to quality, equality and valuing diversity.**

**This post is subject to a satisfactory criminal records check and satisfactory references.**