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| **Job Title:** | Regional Director |
| **Reports To:** | Operations Director |

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| **Job Summary:** | To maximise the delivery of high-quality care, service operational effectiveness and profitability across a defined number of Care Homes within the Company. |

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| **Role Responsibilities:** |
| * To ensure that all homes provide high-quality care and service which meet current legislation, regulatory requirements, best practices and Avery Healthcare standards
* Maximise business growth by understanding local markets, identifying opportunities, building positive relationships with purchasers and agreeing on marketing plans for each home
* Increase profitability by enhancing the private pay mix, making effective use of staffing, controlling expenditure and aged debt and optimising operational efficiency
* Make regular quality visits to the homes to evidence that quality care is being delivered
* Undertake Home Review Audits and home visit reports of each home and support the implementation of action plans to ensure continuous improvement
* Analyse quality indicators and health and safety reports and identify trends
* Ensure Home Managers understand and work with the agreed budgets and that they are accountable for variances and develop plans to rectify overspends
* Recruit, induct and provide effective leadership and direction to Home Managers
* Build effective and constructive relationships with company staff and work effectively with other members of the Avery Healthcare support functions
* Build effective relationships with regulators, including CQC, Local Authority contract teams and SOVA and ensure their requirements are acted upon
* Provide regular reports on each home's performance, immediately report concerns or issues arising, and agree on actions to be taken.
* Actively seek the views of the residents, relatives and significant others regarding the quality of the services by engaging in discussion during home visits and assisting with company resident involvement initiatives
* Support Home Managers with complaint and SOVA investigations and the drafting of responses.
* Advise and support Home Managers with all personnel issues relating to the recruitment, retention, supervision and performance management of staff
* Promote a culture of continuous learning and development, assess training needs and identify and support staff with the potential to progress within the company
* Promote a positive approach to Health and Safety, risk management and infection prevention by implementing the Company Health and Safety strategy and infection prevention programme.
* Assist with the development and implementation of the Company Quality and Operational Strategy via the Operational plan
* Lead the effective commissioning of new care homes as required
* Provide on-call support
* Overnight hotel stays when necessary to support the homes

This job description covers the main areas of responsibility and is not exhaustive. It will be subject to change periodically and other reasonable duties may be requested by senior managers |

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| **Person Specification:** |
| Experience  | Essential/Desirable  | Assessment  |
| Registered Nurse or minimum level 4 care and management qualification  | E | Application form/ NMC check |
| Minimum of two years of operational/regional management experience | E | Current Certificate |
| Relevant degree or evidence of further educational qualifications and continuous professional development | E | Current Certificate |
| Experience in managing budgets | E | CV |
| Experience with the Health and Social Care Act and Regulatory processes | E | CV/References |
| Experience working in a multi-site environment | E | Interview /Application Form |
| Knowledge/Skills & Abilities |  |  |
| Effective Leadership | E | Application Form/Interview |
| Effective time management and organisational skills | E | Interview/References |
| Excellent interpersonal and communication skills | E | Application Form /Interview |
| Ability to manage change effectively  | E | Interview/References |
| Strong problem-solving ability | E | Interview/References |
| Customer relations skills | E | Interview/References |
| Strong commercial acumen | E | Interview/References |
| Computer literate | E | Interview/References |
| Negotiation skills |  E | Interview/References |
| Coaching Skills | E | Interview/References |
| Hands-on approach | E | Interview/References |
| Values – I am fully committed to being: * Caring
* Supportive
* Honest
* Respectful
* Accountable
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| Agreement: |
| **Employee Signature:** |  | **Date:** |  |
| **Manager Signature:**  |  | **Date:**  |  |