



Role Description

Post: Registered Manager

Hours: Full time (35 hours)

Reporting to: Operations Manager

Location: West Region – Stranraer, Newton Stewart and surrounding areas

Purpose of the job

This is a position of significant responsibility, leadership, and confidentiality. The Registered Manager will provide effective operational and strategic management across **DGMHA West**, ensuring the delivery of high-quality, person-centred care that promotes positive outcomes for the people we support.

The post holder will oversee day-to-day service operations, maintain compliance with legislative and regulatory standards, and foster a positive, supportive working environment. The Registered Manager will also manage, supervise, and develop the **Deputy Managers** located across the Stranraer and Newton Stewart services, ensuring consistent practice and high standards of care delivery.

The Registered Manager will report directly to the Operations Manager

Management Responsibilities

Care Planning & Quality of Support

- Develop, update, and maintain service-user Care & Support Plans, conduct Risk Assessments, and ensure Level C Medication folders and MAR charts (where required) are in place and accurately maintained on Access.
- Ensure Care & Support Plans reflect individual needs, wishes, and preferences.
- Arrange and manage planning meetings; ensure care notes and all relevant documentation (e.g., Medication folders, Access notes) are kept up to date.
- Ensure service-user reviews take place at least every six months and sooner when support needs change.
- Respond to concerns or complaints promptly and appropriately in line with the DGMHA Complaints Policy.
- Ensure the safe administration of medication, in line with policy; manage staff appropriately when errors occur.

- Report any notifiable conditions to the Operations Manager and the Care Inspectorate within required timescales.

Quality Assurance & Compliance

- Carry out regular spot checks and audits; compile monthly reports and create action plans for all quality findings.
- Participate in the company's Quality Assurance processes, service audits, and follow-up actions.
- Report notifiable conditions to the Operations Manager and the Care Inspectorate within required timescales using e-forms.
- Complete Care Inspectorate Annual Returns as required.
- Lead the distribution, collection, and analysis of quality questionnaires for service users, staff, and stakeholders. Ensure all feedback is recorded, reviewed, and used to inform continuous improvement. Produce summary reports and develop action plans based on findings, sharing outcomes with staff teams and senior management.
- Ensure that spot checks and audits are carried out regularly and reports compiled monthly, including action plans for all findings.

Staff Management & Leadership

- Provide day-to-day leadership to staff teams and peripatetic Deputy Managers across all DGMHA West services.
- Participate in safe recruitment processes, ensuring compliance throughout.
- Hold overall responsibility for the recruitment of all staff within the West service, ensuring safe recruitment processes are followed consistently and effectively.
- Ensure all new staff receive a thorough induction and that training needs are identified and addressed, including familiarisation with policies and procedures.
- Conduct staff supervisions and appraisals in line with the DGMHA Supervision Policy.
- Manage staff issues promptly, professionally, and in line with organisational policies.
- Ensure adherence to the Absence Policy, including proactive absence management, communication with absent staff, checking certification, conducting phased return discussions, disciplinary reviews where appropriate, and return-to-work interviews.
- Ensure exit interviews are completed for all staff leaving the service.
- Participate in management and team meetings, and provide staff with regular service updates, supervision, and performance discussions.

Service Operations & Resource Management

- Implement DGMHA systems and procedures to maintain high standards of service delivery.
- Oversee staffing, rota planning, and budget management to ensure efficient use of resources.
- Maintain awareness of each service user's wellbeing and make referrals as required to the Care Inspector or external professionals.
- Participate in the on-call/out-of-hours rota; this may include occasionally covering shifts in emergencies.
-

Communication & Stakeholder Engagement

- Develop and promote effective communication with service users, families, staff, and external professionals.
- Promote the service professionally to private clients, social workers, and partner agencies.
- Attend supervision and training as required.
- Respond to feedback from service users, families, and staff to support continuous improvement.
- Oversee medication reordering, checks, deliveries, and the effective management of Level C medication.

Person Specification

Experience

- Supervisory or management experience within a care setting, ideally as a Registered Manager.
- Proven track record of managing staff teams effectively.

Education, Qualifications & Training

- Minimum SVQ Level 4 in Health & Social Care (or equivalent)
- SVQ Level 4 Leadership and Management

Values

- Strong commitment to person-centred support and the Health and Social Care Standards.
- Ensures the people we support remain central to decision-making.
- Commitment to continuous improvement, reflective practice, and learning.

Skills, Abilities & Knowledge

- Ability to plan, organise, and prioritise workload according to service needs.
- Ability to motivate, support, and lead staff teams while promoting professional development.
- Experience developing care plans, conducting risk assessments, and planning staff rotas (ideally using *Birdie*).
- Strong written and verbal communication skills.
- Ability to liaise effectively with a range of stakeholders and promote the organisation positively.

