

Person Specification

Job Title:

Registered Manager

Notes of Guidance for Candidates

For each criteria, you must show in your application form how you meet that criteria in order to be shortlisted for interview. The information you give on your application form will be expanded upon at interview. By the end of the selection process you will need to have demonstrated that you meet all the criteria on this Person Specification to be considered for appointment.

Attributes	Essential Criteria	Desirable Criteria
Personal Attributes, Values & Behaviours	▪ Helpful, positive and respectful to all ▪ Treating people as individuals with unique and diverse needs ▪ Commitment to supporting people to exercise their rights and choices and retain control ▪ Willing both to lead and to be led and to do any reasonable task to get the work done ▪ Be a compassionate person ▪ Willingness to respect residents in their Christian faith ▪ A positive attitude towards the Pilgrims' Friend Society and its wider aims and objectives ▪ A mature attitude with assertive leadership – without aggression	▪ Understanding of Emotional Intelligence
Experience	▪ Management or supervisory experience within a care home or very similar environment ▪ Working knowledge of person-centred care plans ▪ (Homes with nursing – Level 1 nursing qualification essential)	▪ Working within Care Quality Commission (CQC) registered service ▪ Working with older people (with dementia and/or learning disabilities and/or mental health) ▪ End of life care

Skills & Abilities	▪ Able to lead, motivate and encourage staff to give of their best ▪ Ability to promote personal care in a manner that upholds the principles of person-centred care ▪ Ability to enable residents to retain the highest possible degree of privacy and personal independence ▪ Ability to promote compassionate care through relationships based on empathy, respect and dignity ▪ Ability to see people as individuals and interact with them at every level ▪ Able to work effectively as part of a team ▪ Organisational skills ▪ Able to work within budget ▪ Ability to counsel and advise residents, staff and relatives, especially in situations of bereavement & serious illness ▪ Good working relationship with superiors, colleagues and staff ▪ Dedication to the life and aims of the home ▪ An ability to work under stress and cope with many things happening at once ▪ Calmness in all situations – ability to be depended upon by others ▪ Able to organise own work ▪ Take full responsibility for the Care provision in the home ▪ Computer literate ▪ Able and willing to maintain confidentiality ▪ Mental stamina (able to “keep going” through a busy day)	▪ Ability to engage people in social and/or meaningful activities ▪ Willing & able to lead residents’ devotional times
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Knowledge	• Working knowledge of Care Act 2014 CQC's Fundamental Standards • Health & Safety regulations • A good understanding of the needs of older people • Understanding the need for maintaining confidentiality	
Qualifications & Training	▪ Level 3 or above Health & Social Care Qualification in Adult Care ▪ Basic literacy and numeracy skills ▪ Willingness to participate in training and attend relevant staff meetings ▪ Awareness of self-development ▪ Willingness to work towards Leadership & Management of Care Services/Registered Managers' Award or relevant QCF/NVQ at level 4 or above or equivalent ▪ Willingness to provide training	▪ Level 1 nursing qualification (RN or equivalent) ▪ Management skills qualification ▪ Leadership & Management of Care Services/Registered Managers' Award or relevant QCF/NVQ at level 4 or above or equivalent Qualification or evidence of training in some or all of the following: ▪ Dementia ▪ Food hygiene ▪ End of life care ▪ Infection Control ▪ Moving & handling ▪ Safeguarding ▪ Mental Capacity Act (MCA) ▪ Deprivation of Liberty Safeguards (DoLS)
Communication Skills	▪ Customer care skills ▪ Communicate effectively at all levels; especially with residents, staff, supporters, relatives, visitors ▪ Listening skills ▪ Good interpersonal skills ▪ Good recording skills ▪ Ability to compose emails/letters etc to staff and residents as well as authorities etc ▪ Good telephone manner	

Other Special Requirements	▪ Willingness to be flexible in working pattern ▪ Good general health and reasonable level of fitness to be able to assist in the delivery of care as required ▪ Physical and mental stamina ▪ Smartness and cleanliness ▪ Committed, Protestant Christian able to provide a testimony of conversion, a minister's reference and subscribe to our Doctrinal Basis. ▪ Willingness to put in extra effort when needed	
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