

Health and Care Registered Manager

		Job reference No.	
Job Level	3	Role review	Oct 2025
Directorate	UK Operations	Service/Function	Health and Care
Reports to	Health and Care Operations Manager		

Scale and scope of role

Direct reports	Up to 8	Indirect reports	Up to 40
Budgetary responsibility / accountability	Up to c. £1m	Accountability for other resources	
Reach and impact	<p>The Registered Manager is responsible for overseeing the day to day running of a Care at Home regulated service. The post holder will be responsible for ensuring the efficient and effective operation of the service in compliance with all relevant regulations and standards and the requirements of the SSSC and the British Red Cross Quality Framework.</p> <p>The Registered Manager will allocate resources and monitor performance to deliver a high-quality service whilst remaining within budget. They will manage all aspects of the staff team and provide sound leadership to ensure staff are clear about their respective duties and responsibilities and have the support they need to carry out their roles safely.</p>		

Context

We help anyone, anywhere in the UK and around the world, get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the global Red Cross and Red Crescent humanitarian network.

Our values and principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Purpose of the role

The Registered Manager will take the lead in all aspects of service provision, staff management and quality assurance, assisting with the setup of the service.

The Registered Manager will take the lead in the development and management of the regulated care and support services within the specified geography.

The Glasgow Care at Home service provides high quality care and support in the Glasgow HSCP areas, when and where people need it, to empower them to take control of their own lives, develop self-confidence and self-esteem, to play an active part in their communities, and enjoy a good quality of life.

The Registered Manager will be responsible for ensuring that the service is delivered in line with the Health and Social Care Standards Scotland, and the Care Inspectorate Scotland and SSSC requirements. They will ensure that British Red Cross policies, procedures, and practice guidance (reflecting current legislation and best practice) are followed at all times and the service meets the requirements of the BRC Quality framework.

The Registered Manager will manage the delivery of the service within agreed staffing and budgetary levels, ensuring that the people supported by the service have named key workers and have up to date person centred support plans in place.

Main responsibilities

1. Day to day service management

- To manage the services including provision of direct support to people being supported by the service, ensuring the service complies with service specifications and operates within an agreed budgetary framework.
- To be part of the on-call duty rota

2. Staff and volunteer management

- To manage staff and volunteers, including formal supervision at a minimum frequency which meets BRC and external policy and practice, ensuring that a written record of issues discussed and actions agreed is maintained.

- To carry out a formal performance appraisal with each direct reported on an annual basis, ensuring that clear targets and goals are set, which can be monitored through supervision.
- To provide feedback to team members on their professional practice and the quality of their service delivery.
- To identify the training and development needs of staff/volunteers, facilitate their attendance at training sessions and support the transfer of learning into their day-to-day practice.
- To ensure that staff time is managed to enable attendance at training courses and to ensure SSSC registration requirements are met by the staff team.
- To ensure that staff/volunteer files are kept up to date and comply with regulatory standards.
- To ensure that volunteering is promoted throughout the services (where appropriate) and volunteers are supported on a day-to-day basis.
- To monitor and review absence in line with the policies and procedures of the organisation.

3. Service development, monitoring and evaluation

- To ensure that service delivery complies with contract requirements.
- To ensure that effective systems for monitoring outcomes and impact for people being supported by the service are embedded into the service.
- To keep accurate and relevant records/documentation and assist with the production and submission of service monitoring information, statistics and reports as required by service commissioners, internal and external stakeholders.
- To ensure that the services comply with Care Inspectorate Scotland regulations.
- To participate in shaping and implementing change in services and systems in line with current thinking and good practice guidance.
- To source and identify opportunities with Senior Practitioners for service development and be proactive in securing funding for service expansion.
- To attend networking events with relevant voluntary and statutory agencies to maximise opportunities for service development and partnership working.
- To be responsible for the financial management of the service by monitoring budgets, ensuring that expenditure does not exceed budget provision and taking action when overspends are identified.
- To ensure the people being supported by the service are actively encouraged and facilitated to shape service design.

4. Health, safety and security of service users, staff and volunteers

- To be aware of and comply with all relevant health & safety regulations and service standards and ensure that these are incorporated into the service delivery.
- To ensure that accidents, incidents and near misses are properly reported, recorded, and investigated in line with procedures.
- To ensure that risk assessments are carried out in relation to relevant areas of service user or staff/volunteer activity.
- To ensure team representation and participation at local health & safety meetings.

5. General responsibilities

- To undertake any training relevant or advantageous to the post and to continually seek to enhance self-development through preparation for and participation in supervision, appraisal and training.
- To provide support, guidance and motivation to the team ensuring good practice, high standards of care and promoting health and social care standards codes of practice.
- To uphold the Fundamental Principles of the Red Cross and Red Crescent Movement and to work within and promote the organisation's equal opportunities policy.
- To act in accordance with the policies and procedures of the organisation.
- To respond to an emergency call out by the British Red Cross as appropriate.
- To participate in fundraising events.
- To undertake any other relevant duties within the overall scope of this post as may be required by the line manager.

Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and / or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager.

Pre- engagement checks Criminal Records

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> Enhanced - Adult Workforce
Scotland
> Protecting Vulnerable Groups (PVG) – Adult
Northern Ireland

> ACCESS_NI - Enhanced Vulnerable Adults

Drivers Checks

> Required: Yes

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis in the UK. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)		
Knowledge and Skills	Essential	• SVQ Level 4 in Health and Social Care	S		
		• PDA in Supervision or equivalent	S		
		• Evidence of continued professional development	S		
		• Able to demonstrate an understanding of legislative frameworks in relation to social care, health and social care standards, care inspectorate and SSSC.		I	
		• The needs and expectations of people who may have a sensory or physical impairment, or who may have dementia or mental health issues or who may be frail.		I	
		• The needs and expectations of individual staff and staff teams		I	
		• The appraisal, supervision and spot check process		I	
		• Community care resources		I	
		• Risk assessment and risk management		I	
		• Sound verbal and written communication skills	S		
		• Strong interpersonal skills including tact/diplomacy/conflict resolution skills	S	I	
		• Decision making & problem-solving skills including the ability to think strategically & laterally	S	I	
		• An ability to delegate appropriately and accept delegated tasks		I	
		• An ability to manage workload and to deliver work to agreed timescales	S	I	
		• Knowledge of local services provided by the NHS, Social Care and Third Sector		I	

		<ul style="list-style-type: none"> • Understanding of how to improve service quality for the benefit of users. 		I	
		<ul style="list-style-type: none"> • Ability to monitor local financial procedures. 		I	
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Experience	Essential	<ul style="list-style-type: none"> • Supporting service users who may have a sensory or physical impairment, or who may have dementia or mental health issues or who may be frail. 		I	
		<ul style="list-style-type: none"> • Costing, planning and delivering complex support packages 	S	I	
		<ul style="list-style-type: none"> • Providing a service based on person centred principles 	S	I	
		<ul style="list-style-type: none"> • Risk assessment and risk management 	S	I	
		<ul style="list-style-type: none"> • Multi-disciplinary working 	S	I	
		<ul style="list-style-type: none"> • Preparing written records and presenting information 	S	I	
		<ul style="list-style-type: none"> • Evaluating and improving the quality of services 	S	I	
		<ul style="list-style-type: none"> • Managing services within a budget 	S	I	
		<ul style="list-style-type: none"> • Recruiting, inducting and managing staff and volunteers 	S	I	
		<ul style="list-style-type: none"> • Carrying out formal supervision and performance appraisal 	S	I	
		<ul style="list-style-type: none"> • Working with regulatory bodies 	S	I	
		<ul style="list-style-type: none"> • Contract compliance 	S	I	
Behaviours		<ul style="list-style-type: none"> • Commitment to continued professional development 		I	
		<ul style="list-style-type: none"> • Awareness of own strengths and areas for development 		I	
		<ul style="list-style-type: none"> • A sensitive manner and confidential approach to work 		I	
		<ul style="list-style-type: none"> • Recognise & value the contribution of others 		I	

	<ul style="list-style-type: none"> Take responsibility for own and team's decisions & actions 		S		
	<ul style="list-style-type: none"> Demonstrate flexibility & open mindedness 			I	
Additional requirements	Essential	Ensures inclusive practice and promotes diversity		I	
		Willingness to work flexibly around the needs of the service (which may include evenings, night, and weekends).		I	
		Ability to cover out of hours on call on a rotational basis		I	
		Full driving licence and access to vehicle	S		
		Be registered with SSSC or meet the requirements for registration	S		
	Desirable				