

Role Profile

Title	Registered Manager – Short Breaks (Wakefield)
Reporting to	Head of Operations
Job Purpose	To provide professional leadership and operational management of the Wakefield Short Breaks services, ensuring safe, effective and person-centred support across both services. The role is responsible for maintaining CQC compliance, delivering Wakefield Council contract requirements, managing quality assurance and risk, and ensuring the service remains responsive to the needs of individuals, families and carers. The Registered Manager will lead and develop the staff team, promote positive outcomes, and support continuous improvement in service quality, safety and sustainability.

About the Role
The Registered Manager will lead Avalon Group's Wakefield Short Breaks services across two areas, ensuring support is safe, flexible and centred around each person's needs, routines and outcomes. Working closely with Wakefield Council, families, carers and partner agencies, the role will help deliver planned and responsive short breaks that promote independence, maintain family resilience and prevent escalation to more intensive support. The post holder will provide strong operational leadership, maintain regulatory compliance and create a positive team culture focused on quality, safeguarding and continuous improvement.

Key Responsibilities	
Management	▪ Provide visible, values-led leadership across both Wakefield services, setting clear expectations and promoting a positive team culture. ▪ Maintain safe staffing levels through effective recruitment, induction, supervision, appraisal, rota planning and workforce development. ▪ Monitor staff performance, conduct, attendance and training compliance, taking timely action where standards require improvement. ▪ Manage workloads and operational priorities across both services, ensuring pressures are responded to calmly, safely and effectively.
Administration and Technology	▪ Oversee accurate records, care documentation, incident records, audits, reports and service monitoring information. ▪ Ensure digital systems are used consistently and information is kept up to date, secure and accessible to those who need it. ▪ Use data, audits and quality information to evidence performance, identify themes and support continuous improvement.
Partnership Working	▪ Build effective working relationships with Wakefield Council, commissioners, families, carers, health and social care professionals and partner agencies.

	▪ Ensure communication with families and stakeholders is clear, respectful, timely and responsive to feedback or changing needs. ▪ Represent Avalon Group professionally in reviews, quality assurance meetings, contract discussions and partnership forums.
Quality Assurance	▪ Maintain inspection readiness through effective audits, accurate records, quality checks and timely action planning. ▪ Ensure support is planned around individual needs, preferences, communication styles, risks, routines and agreed outcomes. ▪ Lead responses to safeguarding concerns, complaints, incidents and accidents, ensuring appropriate escalation, investigation and learning. ▪ Identify emerging risks, service pressures and changing needs, taking prompt action to protect people and maintain continuity of support. ▪ Promote continuous improvement in service quality, safety, outcomes and regulatory compliance.
Commissioning and Contract Management	▪ Deliver the Wakefield Council contract in line with the agreed service specification, KPIs and quality standards. ▪ Work closely with commissioners and contract managers to ensure the service remains responsive to local demand, including planned and emergency respite where capacity allows. ▪ Monitor occupancy, utilisation and service performance, provide accurate contract monitoring information, respond to feedback or concerns, and represent Avalon Group in contract reviews, quality assurance meetings and partnership discussions. ▪ Identify opportunities to improve efficiency and sustainability. ▪ Contribute to service development by responding to local need, feedback, commissioning priorities and opportunities for improvement.
General	▪ Work flexibly across Wakefield, including participation in on-call arrangements, travel between services and response to operational need. ▪ Ensure staff complete mandatory training and any additional development identified through supervision, appraisal or service need. ▪ Maintain own professional development, regulatory registration requirements and enhanced DBS clearance.

Person Specification

The post holder will have experience of managing regulated care services, with strong knowledge of CQC requirements, safeguarding, quality assurance and risk management.

Experience of supporting people with learning disabilities, autism and/or complex needs is essential, alongside strong leadership, communication, decision-making and partnership-working skills.

They must be able to manage competing priorities, use data and audits to drive improvement, lead staff effectively, and work professionally with families, commissioners, regulators and partner agencies.

A Level 5 Diploma in Leadership and Management for Adult Care, or willingness to achieve this, is required.

Core Competencies Applicable to all posts	
Communicate well	▪ Listens to others ▪ Asks relevant & pertinent questions ▪ Communicates in a clear & concise way ▪ Effectively uses a range of communication tools & techniques ▪ Keeps accurate, objective & clear records
A positive & practical approach to work	▪ Tackles things in a direct & orderly manner ▪ Can be depended upon to get things right ▪ Able to prioritise tasks & manage workload ▪ Reliable under pressure
Work well with other people	▪ Earns the respect of others ▪ Shows respect for the views & actions of others ▪ Builds & maintains mutually beneficial relationships ▪ Motivates self & others
Able to respond to & solve problems	▪ Plans ahead ▪ Tackles issues voluntarily & positively ▪ Able to identify the cause & not just the symptoms of problems ▪ Able to anticipate problems & develop solutions in advance ▪ Solves problems in a calm, direct & organised manner ▪ Helps other people with problems
Able to innovate & have new ideas	▪ Full of ideas which provide fresh insight & broader perspectives ▪ Responds positively to change ▪ Self- motivated

Our Values • We are kind and respectful to everyone • We are honest and trustworthy • We are always learning and developing • We are inclusive; everyone has a voice • We work in partnership with our communities
