** Job Description**

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| **Job Details** |
| **Job title** | Regional Operations Manager (Regulated Care) | **Reports to (job)** | Head of Care Operations |
| **Team** | Operations | **Location** | South  |
| **Job Dimensions** | Operations | **Hours** | Full Time |
| **No. Direct Reports** | 2-10  | **Career Level** |  |

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| **Why Trinity Homecare?**  |
| **Trinity Homecare Group** is a values-based organisation dedicated to delivering exceptional care in people’s own homes. Our core values drive everything we do, from providing compassionate and personalized care to maintaining the highest standards in every aspect of our service. We offer a full spectrum of services, including introductory care, visiting care, and live-in care, ensuring that we meet a wide range of needs and outcomes with care and commitment.Founded through the acquisition of the introductory care business, the group has expanded with several regulated care business acquisitions. These combined brands and services have made Trinity Homecare the largest private pay homecare provider in the south of England, with a reach that spans the entire UK.We pride ourselves on having the best people, delivering care with integrity, and being innovators in the sector. As a values-driven company, we are committed to continuous improvement, striving to lead the market by upholding our principles and enhancing the care experience for every client we serve. |
| **Why this job matters** |
| The Regional Operations Manager will hold the CQC registration for the LIC service within the region and have management responsibility for the VC services. This role is pivotal in ensuring the delivery of outstanding home care services that delight our clients and exceed their expectations. The Regional Operations Manager will lead and inspire teams of care managers, ensuring we provide exceptional, compassionate care while driving operational efficiency and achieving commercial success.By maintaining the highest standards of compliance with health and social care regulations, the Regional Operations Manager will also play a key role in maintaining client satisfaction and improving patient outcomes. The ideal candidate will bring a proven track record in health and social care management, a passion for delivering superior care, and the strategic mindset to drive both operational excellence and commercial growth. |
| **What you’ll be doing – your accountabilities** | **The skills you’ll need to succeed** |
| **Operational Management:*** Lead and oversee the daily operations of home care services within the assigned region, ensuring alignment with company goals and values.
* Ensure the delivery of exceptional, client-centred care, consistently meeting and exceeding Trinity Homecare’s high standards and all regulatory requirements.
* Monitor and optimize regional budgets, staffing levels, and resource allocation, driving operational efficiency and maintaining a high level of service quality.
* Develop and implement a regional strategy, in line with the company's overall vision, and regularly review progress with the Head of Operations to ensure continuous improvement and successful outcomes

**Team Leadership:*** Inspire, lead, and develop a high-performing team of Senior Care Managers, Branch Managers, and support staff, driving individual and team success.
* Conduct regular performance evaluations to provide constructive feedback, while offering continuous training and professional development opportunities to support career growth.
* Cultivate a positive, collaborative, and inclusive work environment, fostering teamwork, employee engagement, and a shared commitment to delivering exceptional care.
* Promote a culture of recognition and accountability, ensuring that team members feel valued, motivated, and aligned with company values and goals

**Client Relations:*** Foster and nurture strong, long-term relationships with clients, families, healthcare partners, local authorities, and funding bodies, ensuring open communication and trust.
* Proactively address and resolve client concerns and complaints, ensuring that issues are handled with empathy, urgency, and a solutions-focused approach to maintain client satisfaction and loyalty.
* Conduct regular client satisfaction surveys, analyse feedback to identify trends, and implement actionable improvements to continuously enhance the care experience.
* Engage with clients and their families regularly to ensure care plans are aligned with their needs, adjusting services as necessary to provide the best possible outcomes.
* Collaborate with external partners and stakeholders, fostering partnerships that enhance the overall client experience and ensure a holistic, well-rounded approach to care

**Compliance and Quality Assurance*** Ensure adherence to CQC regulations and Trinity Homecare’s policies and procedures to maintain the highest standards of care.
* Address and implement actions identified through internal audits and compliance reviews to enhance service quality.
* Continuously monitor and improve quality assurance programs to drive excellence in care delivery.
* Implement and oversee the care manager compliance process to ensure all regulatory and internal standards are consistently met and maintained.

**Business Development*** **Identify and pursue growth opportunities** to expand Trinity Homecare’s services within the region, ensuring sustainable business development.
* **Collaborate with marketing and business development teams** to effectively promote Trinity Homecare’s services, drive client acquisition, and enhance brand awareness.
* **Engage in community outreach and networking initiatives** to strengthen the company’s presence, build strategic partnerships, and enhance its reputation within the sector
 | **Operational management skills** * Excellent interpersonal and communication skills.
* Strong problem-solving abilities and attention to detail.
* Ability to work independently and make sound decisions under pressure.
* Proficiency in healthcare management software and Microsoft Office Suite.

**Leadership Skills*** Team Leadership: Ability to lead, motivate, and inspire teams. Creating a shared vision and aligning team goals with company objectives is crucial.
* Coaching and Mentoring: Strong skills in coaching and developing team members, helping them achieve their potential through ongoing feedback, professional development, and training.
* Performance Management: The ability to assess performance and provide constructive feedback while driving accountability. Being able to spot areas for improvement and act on them effectively is important.
* Conflict Resolution: The ability to resolve disagreements and challenges within the team in a fair and professional manner.
* Delegation: Knowing how to delegate effectively, trusting your team to manage tasks, and maintaining oversight without micromanaging.

**Regulatory & Compliance Knowledge*** Strong understanding of CQC regulations and care industry standards.
* Ability to interpret and apply compliance requirements effectively.
* Experience in conducting internal audits and compliance reviews.
* Ability to implement and monitor quality assurance programs.
* Strong written and verbal communication for reporting and policy updates.
* Adaptability & Continuous Improvement
* Open to evolving regulations and adapting processes accordingly.
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| **Leadership accountabilities** | **Experience you’d be expected to have** |
| These KPIs are designed to ensure that Regional Managers at Trinity Homecare remain focused on delivering exceptional customer care, upholding high service standards, and driving the company’s growth and reputation. They serve as a strategic framework for maintaining operational excellence, employee engagement, and client satisfaction, ultimately enhancing Trinity Homecare’s position as a trusted provider in the industry**Quality of Care –**Ensure all clients are compliant with all aspects of regulated care documentation. Working closely with Group Head of Compliance and Best Practice Manager regularly review client compliance and develop a plan to maintain excellent standards. Maintain a client satisfaction rates of +20 utilizing NPS survey Ensure 100% compliance with regulatory standards and internal policies.Operational Efficiency* Conduct monthly regional profitability reviews, leading meetings with Branch Managers and Senior Care Managers to drive commercial success in line with budget expectations.
* Optimize operational expenses within the allocated regional budget, collaborating with Finance and the Head of Operations to review all expenditure on a monthly basis.

Staff Performance & Development* Lead quarterly performance reviews for all team members, aligning evaluations with organizational objectives.
* Implement a professional development plan, ensuring that at least 90% of staff complete one relevant training or certification annually.
* Develop and execute a workforce strategy, ensuring all vacancies are filled within agreed timeframes through close collaboration with Talent Acquisition.

Employee Retention* Reduce staff turnover by 3% within the first year through targeted engagement and retention strategies.
* Achieve an employee satisfaction score of +20 NPS or higher in annual surveys by fostering a positive work environment.
* Develop and implement regional action plans, with regular reviews to drive continuous improvements in employee retention.

Client Retention* Enhance client satisfaction and NPS scores by implementing a strategic customer experience improvement plan.
* Work collaboratively with Sales, Marketing, Quality, and Finance teams to streamline processes and enhance service delivery.

Client Engagement* Establish a structured client feedback system, incorporating regular surveys and follow-ups to capture insights and improve service.
* Ensure all client complaints are resolved within 48 hours, prioritizing responsiveness and service excellence.

Regulatory Compliance* Achieve zero non-compliance findings in external audits and inspections by ensuring adherence to all regulatory requirements.
* Maintain a minimum CQC rating of "Good" across all regional services, driving continuous compliance and service excellence.
* Ensure 100% completion of mandatory compliance training within specified timeframes.

Quality Improvement* Collaborate with the Head of Compliance to drive quality improvement initiatives, with structured tracking and reporting on progress and outcomes.
* Develop and monitor key performance indicators (KPIs) for care quality, such as response times and care plan adherence, to ensure high standards of service.

Regular Reporting* Submit comprehensive monthly performance reports to the Head of Operations, providing insights and recommendations for improvement.
* Conduct bi-annual strategic reviews to assess progress, refine objectives, and align future plans with business goals.
 | **Essential Requirements*** Proven leadership experience in a healthcare management role, ideally within home care or a similar care setting.
* A strong track record of successfully leading teams and managing operations to achieve business and care objectives.
* Comprehensive knowledge of healthcare regulations, industry standards, and best practices, ensuring compliance and high-quality service delivery.
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| **Org Chart** |
| COO>Head of Operations (Regulated Care)>Regional Operations Manager (Care) |