

Job Role:	Registered Manager
Department:	CYPD
Reports to:	Provider Service Manager
No. of Subordinates:	Deputy Managers Team Leaders
HR USE ONLY	
Job Role Ref:	PC0141P
Job Family:	People Care
Grade:	PO12

JOB ROLE PURPOSE

Manage one of the Council's children's home's for young people aged 8 to 18, lead on the development of the home and deliver the best outcomes in partnership with families and key stakeholders. Ensure practice is in line with statutory and regulatory requirements and children are supported to develop to their full potential. To undertake Registered Manager responsibilities for the service in Wirral ensuring service is compliant and ready for Ofsted Inspection ensuring the service maintains a minimum of "Good" rating. Manage and offer leadership to Deputy Managers, Team Leaders and staff team in order to develop the team.

KEY TASKS

1. Establish, review and maintain systems which support continuous improvement and development of childcare practice within the home.
2. Plan and set work objectives, activities and standards for the Team over a course of months
3. Co-ordinate and integrate team activities, resolving both routine and complex issues to ensure the effective delivery of Residential services
4. Ensure system and process is in place which delivers continuous self assessment and improvement of the homes' performance against children's homes Regulations and Standards.
5. Manage admissions, approve strategies for managing challenging behaviours of young people and involve young people and families in the design and running of the service.
6. Ensure all health and safety procedures are complied with to provide for a safe workplace and living environment
7. Ensure the service maintains registration and other quality standards. Support joint working arrangements with other teams in and outside the department
8. Working alongside the Provider Services Manager, taking a lead on identifying practice learning and development needs across the service and plan clear actions to address and improve these.

9. To manage projects which ensure that the services provided by the Service are responsive to Central and Local Government guidance, statutory guidance and regulation.
10. Assess and manage project risks to ensure that changes are carefully implemented and have a positive impact.
11. Research best practice and represent the service at local and regional forums to ensure the Council's view is represented and to identify and implement service improvement and practice development regarding new developments and initiatives.
12. Develop plans, identify resources and mobilise staff to meet service objectives to ensure the needs of children and their families are met
13. To be responsible for the day to day operation/management of an Ofsted regulated residential provision.
14. To take overall responsibility for all regulatory requirements associated with Ofsted registration and the home's Statement of Purpose.
15. To ensure all safeguarding risks are acted upon in immediately and the relevant action taken to mitigate the risk.

KEY RESPONSIBILITIES

People

Ensure that staff and key stakeholders are briefed appropriately in relation to council wide communications and matters relevant to the Service area.

To manage the councils residential service for children and young people providing direction to a team of technical/semi-professional/semi –skilled staff and also junior staff to deliver a focussed service to children

To ensure the service provides effective planned and emergency support to protect and promote the welfare of children in partnership with Social work Teams, key agencies, parents and young people

Provide direction to a team and act as a technical/professional lead, monitoring and providing guidance on the most complex policy decisions/cases/projects within a focused area which will have a significant impact on the service.

Supervise staff and ensure all staff receives regular supervision, including reflective supervision

Working with individuals, families, carers/carer groups and communities within organisational and local multi-agencies, enabling them to contribute toward service planning.

Create and maintain appropriate relationships with individuals, families and carers, other professionals, groups and communities that promote equality and trust.

Work directly with and develop effective relationships and communications with partner agencies and service providers to share information, build working relationships and to ensure joined up service provision in the best interest of children and young people and strategic developments in line with legislation and practice guidance

Engage and work in partnership with the Social Care workforce and other Departmental and Directorate colleagues, identifying areas for development both at individual and service level

Use professional understanding to identify implications for service needs, service efficiency and service delivery and alert senior managers to potentially significant opportunities and risks putting forward proposals to meet strategic service objectives

Motivate, coach and mentor staff through the identification and design of training and development needs.

To ensure leadership and management of staff including annual appraisal, regular individual supervision and induction and development is available to all staff working in the provision

To retain up to date information relating to any legislative changes and disseminate this information throughout the service as required, including policy revision.

Ensure the home is Ofsted ready at all times, and prepare to respond to all requirements

Financial

Ensure allocated budget is spent efficiently in line with corporate priorities

To be aware of implications of any additional expenditure or income on the Departments budget.

Co-ordinate the development, implementation and review of Policies and Procedures, informed by research of best practice and changes in legislation and regulation in order ensure that the Department and Directorate meets its financial support obligation to children, young people and carers.

Strategic

Contribute to and lead upon the development and application of corporate strategy in their specialist field, for instance against building resilience in communities and less dependence on council services.

Scan the wider organisational context to identify implications for service needs, service efficiency, and service delivery; and alert senior managers to potentially significant opportunities and risks

Work with colleagues within the region to identify new practice, policy and performance issues and contribute to service developments

Contribute to the development of policies and procedures for use across the partnership to respond to statutory guidance relating to children's homes/respice and looked after children

Able to demonstrate knowledge and application of appropriate legal and policy frameworks and guidance that informs practice development.

Demonstrates a recognised expertise within the field of Residential Child Care or Mother and Baby homes or children with disabilities and contributes to the development of Service and Departmental Plans.

Use professional understanding to identify implications for service needs, service delivery and to alert senior managers to potentially significant opportunities and risks

Resources

Control allocated budgets and other resources ensuring they are used efficiently in respect of the homes, and other key areas of service delivery

Ensure recording systems are fit for purpose and meet the needs of Standards and Regulations and Ofsted inspections

Within the performance management framework, ensure induction, supervision and annual appraisals are provided. Ensure training needs for staff are identified and support provided

Uses professional and specialist knowledge to understand and make formal proposals on resources, objectives and targets for service planning purposes, identify implications for service efficiency, delivery and the use of resources, in a specified area to support the delivery of effective and responsive services.

Planning and Organising

Plan own work, set work objectives, activities and standards for the team / project over months to years, ensuring Departmental and Directorate timescales are met

Uses professional expertise to deliver workload for which they have responsibility and contributes to service and departmental plans through their understanding of delivery and performance.

Analyse and share information regarding Team and Service performance, identifying ways to improve operations, performance and efficiency.

Deliver and manage complex and high-risk service assignments and activities (eg inspections, assessments, investigations, managing caseloads) to meet service requirements and to ensure best outcomes for children and families

Contribute to new systems and processes regarding standards and practice

Decision Making

Report directly to the Provider services Manager CYPD

Able to exercise some freedom in how to achieve end results, where there is no established precedent or procedure

Address a broad range of complex problems and manage changing priorities and use judgement to respond to differing situations

Take responsibility for personal development of self and others.

Translate broadly defined deliverables into a clear work schedule/annual plan for the team/service, co-ordinating and providing clear direction.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- Recognised qualification in social care, Registered Managers award, NVQ 5 in Management
- Register with Ofsted.

Knowledge & Skills:

- Sound knowledge and understanding of relevant developments and initiatives relating to children.
- Ability to plan and organise a range of complex activities and priorities, meeting agreed timescales.
- Sound analytical and problem-solving capability.
- Ability to delegate and oversee work within the service area.
- Ability to prioritise work and work well under pressure.
- Ability to write reports and present this to professional groups.
- Ability to analyse performance information.
- Ability to communicate with professionals and families.
- Ability to coach, mentor, develop and support staff at individual and group level.
- Anti-oppressive practice
- Child-focused and centred practice
- Partnership with other professionals

- Engage and communicate with staff, management and leadership behaviours
- Engage with children and families, supporting and involving them in service delivery
- Professional accountability for decisions
- Motivated and able to work within a pressured safeguarding environment

Experience:

- Demonstrable success in delivering business process efficiencies.
- Experience in delivering residential services in the area of Looked After Children
- Demonstrable experience of working with partner agencies.
- Experience of Budget management.
- Demonstrable experience of working with partner agencies within a Social Care setting.

Desirable Criteria

Qualifications:

- Management qualification.
- Social work qualification i.e. DipSW.
- Project management qualification.

Knowledge & Skills:

- Relevant process improvement experience in a service environment.
- Demonstrable commercial awareness with a thorough understanding of process improvement and change management techniques.
- Detailed understanding of the relevant professional, regulatory, statutory and corporate frameworks/standards.

Experience:

- Experience of managing change.
- Experience of business planning at a service level.
- Ability to write reports and present these to professional groups

ADDITIONAL WORK ELEMENTS

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service

Date

N Chaudhry

26.11.2020
