

## JOB DESCRIPTION

<b>Job Designation/ Service</b>	Mobilisation Operations Manager (North-East)
<b>Responsible to</b>	Regional Director of Operations (North-East)
<b>Direct reports:</b>	Peripatetic Management team

### **Job Purpose, Direction and Key Responsibilities:**

- Reporting to the Regional Director of Operations, you will lead on mobilising and embedding new service development.
- You will lead on ensuring that deadlines for new service development are being adhered to and play a vital engaging role in enhancing project planning, to track progress in an efficient and timely way.
- To provide management that demonstrates that we have improved the quality of life for the children we work with through regular reporting on service outcomes.
- Managing through your direct reports, you will ensure that the operating model is fit for purpose, our services operate to outstanding levels of care and ensure that the financial and operating objectives are met through effective leadership, management and deployment of objectives and key performance targets for your services.
- You will act as Responsible Individual from time to time for some services and utilise the skills and knowledge base of your team to ensure that those services are compliant with their statutory and regulatory requirements across the region. Act as the main point of contact for regulatory bodies, inspectors, and other external stakeholders.
- You will plan, organise, and manage our people and physical resources to ensure business growth, financial performance, and effective resources management whilst maintaining the reputation for outstanding quality.
- You will be expected to embrace, articulate and work with the A Wilderness Way objectives, vision, values, purpose and method, ensuring that they are embedded in everything that we do to ensure that our core purpose remains to improve the lives of the children we look after through outstanding care and working in collaboration with other supporting functions.

### **Duties & Responsibilities**

- Reporting to the Regional Director of Operations, a key element of your role will be to ensure that the services have the right care teams in place to support the complex needs of our children with the right ethos, values and behaviours at the forefront of everything that we do.
- Ensuring the commercial viability of all services through effectively delivering operational and financial performance and timely new service development.

- Contribution and deployment of the strategic development of the new services. Owning, leading, coordinating and tracking the mobilisation, assigning and undertaking practical tasks as required.
- Set the tone throughout the services you are responsible for, to ensure the workforce are provided with relevant supervision, support and professional development opportunities. Foster a positive work environment, promoting teamwork, high morale and continuous improvement.
- Ensure that we deliver the commitments expressed in the individual Statement of Purpose of each service.
- Taking responsibility for the leadership and ensuring that the services you are involved in, provide the highest quality of care and support to the children we look after in accordance with Company policies, procedures and practices and the standards set by the Regulatory Body.
- Working in Partnership with the Head of Quality and Head of Safeguarding, ensure that the services are delivering outstanding care to the children we look after across all services recommending and implementing change programmes as appropriate and ensuring best in practice operating processes are adhered to.
- Working in partnership with the Clinical, Outdoor and Education Teams, ensure that the care, therapeutic assessment and education objectives are joined-up and delivered to best meet the needs of individual children.
- Through your people, ensure that the homes meet high standards and expectations to safeguard and promote the welfare of the children in our care, ensuring that the quality of care exceeds relevant legislation and the Quality Standards.
- Setting out objectives for your team that ensure the delivery of A Wilderness Way Strategic objectives and ensuring the effective task management of their key performance responsibilities.
- Work in partnership with the Head of Quality and Performance to ensure that recommendations are implemented and followed across all services in relation to regulatory and best practice processes.
- Continually engaging with the People Team to ensure a collaborative and Partnership approach to engaging and supporting our employees to be the best that they can be, taking supportive action on insights provided and guiding and leading a culture of learning, collaboration, adaptiveness, respect and empathy.
- Supporting Responsible Individuals and Service Managers with Key and Interim Inspections.
- Ensuring that policies and processes are effectively deployed and understood across the services you are leading in.
- Ensure all children's homes for which you are responsible meet health and safety, safeguarding, regulatory and compliance standards.
- Stay updated and cascade messages with changes in legislation, guidelines and best practices in children's residential social care into the organization and locally into your teams.
- Establishing and maintaining strong relationships with external agencies including social workers, LA's, LADO, Ofsted.
- Recognition of best practice in relation to our regulatory requirements and facilitating lessons learnt and shared practice initiatives.

- Working in partnership with the Clinical team to ensure that our therapeutic care model is embedded and understood by employees across the services you are leading in.
- Help our management teams to remain people focussed through effective objective setting that delivers an engaged, trained, motivated and committed team around each child.
- Delivering a system of operational oversight of all services, through structured formal and informal monitoring. Address and resolve any compliance issues promptly, ensuring corrective actions are implemented.
- Supporting the development of internal monitoring and review processes to ensure regulatory compliance, safe and effective care, whilst ensuring our services remain engaging, rewarding places to work.
- Contributing to and delivering organisational development plans based on observations of practice, QA feedback, regulator feedback and that of other stakeholders.
- Providing out of hours support to managers and directors in critical incident situations.

### **General Statement**

The above duties and responsibilities do not include or define all tasks that may be required by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed.

### **Health and Safety**

A Wilderness Way Ltd aim to provide and maintain a positive, safe, and healthy working environment for our employees. In support of this, all employees are required to take reasonable care of themselves and others who may be affected by their actions as well as comply with Health and Safety regulations and other requirements.

### **Equal Opportunities**

A Wilderness Way Ltd supports Equal Opportunities in Employment and opposes all forms of unlawful discrimination on grounds such as colour, race, nationality, ethnic or national origin, sex, marital status, disability, sexual orientation, religion or belief and age. You are expected to comply at all times to the Company's EO Policy and Guide to Equality document.

### **Safeguarding**

AWW Ltd is committed to safeguarding and promoting the welfare of those individuals covered by regulated activity and expects all staff to share this commitment. It is an essential requirement that staff are aware of AWW Ltd's safeguarding procedures and staff have a duty to ensure they attend training to enable them to recognise the indicators for concerning behaviour and receive safeguarding supervision as appropriate.

<b>Person Specification</b>		
<b>QUALIFICATIONS/TRAINING/EDUCATION:</b>	<b>Essential</b>	<b>Desirable</b>
3.2 Minimum of a Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services	✓	
<b>EXPERIENCE</b>		
1.1 At least 6 years' in-depth, recent residential childcare experience working with young people with complex needs	✓	
1.2 At least 4 years' management experience in a care environment, including recruitment, training, managing performance management	✓	
1.3 Experience of working with OFSTED / CQC and other regulatory bodies, and understanding of frameworks and assessment standards	✓	
1.4 Experience of handling conflict and managing sensitive issues to achieve positive outcomes	✓	
1.5 Experience of managing budgets	✓	
1.6 Experience of working in accordance with established policies and procedures and of developing and implementing new policies, practices and procedures	✓	
1.7 Experience of managing health and safety issues, undertaking fire safety and health and safety checks and ensuring compliance with legislation	✓	
<b>KNOWLEDGE:</b>		
2.1 Up-to-date knowledge of relevant Children's Home regulations and standards / SCCIF	✓	
2.2 Detailed, working knowledge of safeguarding vulnerable children and managing allegations	✓	
2.3 Working knowledge of strategic planning linked to service improvement	✓	
2.9 Working knowledge of child development and the matters that effect vulnerable and complex needs children	✓	
2.10 Working knowledge of the principles of managing people from both a legal and engagement perspective	✓	
<b>PERSONAL QUALITIES</b>		
Driven to stay motivated and resilient to see tasks through to completion in a changing environment	✓	
Build effective working relationships with a mature outlook and work with under tight timescales whilst maintaining core values and behaviours.	✓	
Be approachable, respectful, empathetic and compassionate	✓	
<b>SKILLS &amp; ABILITIES</b>		

Excellent communication skills both oral and written. Ability to communicate effectively (including sensitive information) verbally, adjusting language, style and content as appropriate to the audience. Fostering a culture of no surprises	✓	
Excellent organisational and time management skills with demonstrable ability to prioritise and manage workload	✓	
Ability to drive a culture where everything we do is focused on the outcomes of children in our care, and specifically in a People context to improve the employee experience	✓	
<b>Other work-related requirements</b>		
<ul style="list-style-type: none"> <li>• Ability to support the core values of A Wilderness Way.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• To have an understanding of and positive belief in the promotion of inclusion and equal opportunities for all.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service <b>OR</b> hold a satisfactory enhanced DBS check for the correct workforce plus existing registration for the Update Service</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Full UK manual driving licence holder, preferably with no more than 6 points. Access to own vehicle for travelling between sites.</li> </ul>	✓	