

JOB DESCRIPTION

Job Designation/ Service	Care Coordinator – Operations Function
Salary Point and scale	£28,000 - £31,000
Responsible to	Operations Manager
Location	Head Office in Penrith, with travel around our services in North Cumbria, Hexham and South Scotland
<p>Job Purpose and Direction:</p> <p>Under the delegation and leadership of an Operations Manager, this role is specifically focussed on the quality of care planning, outcomes of the children placed in our Multi Building Registrations (MBRs) and support with compliance as delegated by the Operations Manager in line with operational and regulatory KPI's. The post holder has specific responsibility to contribute to the drive for excellence in the quality of work undertaken with children and young people. They will support the work of the Operations Management Team to ensure we look after our employees and children in a way which is conducive to the work of an 'Outstanding' provider.</p> <p>The key responsibilities of the role are ensuring that the day-to-day activities around the children and employees are recorded and the casework monitoring systems are completed.</p> <p>They will provide the Operations Manager with insights and management information relating to the aspects of care highlighted below. They will also be responsible for reporting and 'find and fix' on the transactional elements of case work management when required.</p> <p>The post holder will promote a culture of best interests and high aspirations for children through monitoring and support initiatives which may include:</p> <ul style="list-style-type: none"> • Updating and creating key documents outlined in the Children's Home Regulations. • Coaching and providing support to colleagues on quality and compliance within the homes. • Supporting the writing of reports and monitoring documents. • Oversight and production of monthly reports. • Contribution to Reg 44 inspections and Reg 45 reporting. <p>This will specifically focus on the guidance issued in:</p> <ul style="list-style-type: none"> • The Guide to the Children's Homes Regulations, including the Quality Standards April 2015. • The Social Care Common Inspection Framework (SCCIF): Children's Homes 201.7 • The Children's Homes (England) Regulations 2015. • The Children Act 1989 guidance and regulations Volume 2: care planning, placement and case review. • Working Together to Safeguard Children, A guide to inter-agency working to safeguard and promote the welfare of children, July 2018. <p>In line with AWW policies and procedures, the post-holder will demonstrate at all times a commitment to equality and inclusion and an understanding of their relevance to the work we do. They will adhere to all policies in respect of the sensitive/confidential nature of the information handled whilst working in this position.</p>	

Duties & Responsibilities

The main responsibilities associated with the role will include:

- Coordination of notifications to Ofsted under (Regulation 40) for the homes allocated to the postholder.
- Ensuring case recordings are documented in line with Regulation 36.
- Ensuring all children have documented placement plans in line with Regulation 17 and 18.
- Reporting to the Operations Manager on the status and completion of records for Restrictive Physical Intervention, DOLS and behaviour management in line with Regulations 19 and 20.
- Reporting to the relevant Operations Manager on their evaluation of the compliance and success against 'The leadership and management standard' (Regulation 13) for individual homes, specifically in relation to general pastoral support for employees.
- Coordination of all management information pertaining to placement stability and success as defined by the AWW Quality manual, in line with Regulation 9.
- Coordination of all management information pertaining to placement transitions and leavers as defined by the AWW Quality manual, in line with Regulation 14.
- Where requested, working with the Operational Management Team to coordinate care with inter-agencies and placing authorities (Regulation 5).
- Ensuring all matters raised in Regulation 44 visits, internal audits, Ofsted visits and monitoring visits are well documented, communicated and acted upon.
- Performing end of placement interviews with key stakeholders, as per AWW Quality manual.
- Administering the operations quality and performance dashboard.
- Acting as a champion to the service delegated to the postholder for our internal DMS 'ClearCare'.

In line with AWW policies and procedures, you will demonstrate at all times a commitment to equality and inclusion and an understanding of their relevance to the work we do. You must adhere to all policies in respect of the sensitive/confidential nature of the information handled whilst working in this position.

General Statements

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.

Equal Opportunities

A Wilderness Way 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.

Person Specification

Area	Criteria	How Assessed*
Experience	1.1 At least 3 years recent experience in residential childcare experience working with young people with challenging behaviour	A, I, D
	1.2 Experience of working collaboratively with key stakeholders and colleagues to ensure that shared goals are achieved in a partnership capacity.	A, I, E
	1.3 Experience of working with OFSTED and other regulatory bodies, and understanding frameworks and assessment standards	A, I, E
	1.5 Experience of producing key performance indicator reports and dashboards and utilising information to inform thinking	A, I, D
	1.6 Experience of working in accordance with established policies and procedures and of developing and implementing new policies, practices and procedures	A, I, E
Knowledge	2.1 Up-to-date knowledge of relevant child care legislation, government guidance and best practice	A, I, D
	2.2 Practical Knowledge of The Guide to the Children's Homes Regulations, including the Quality Standards April 2015	A, I, E
	2.3 Practical Knowledge of The Social Care Common Inspection Framework (SCCIF): Children's Homes 2017	A, I, D
	2.4 Practical knowledge of The Children's Homes (England) Regulations 2015	A, I, E
	2.7 Project planning linked to service improvement	A, I, D
	2.8 Knowledge of child protection and health and safety issues	A, I, E
	2.10 Use of comparative data to establish benchmarks and set targets for improvement	A, I, D
Education/ Training / Qualifications	3.1 Level 3 Diploma in Young People's Workforce or equivalent	A, I, E
Skills & Abilities	4.1 Ability to support the understanding and development of teams working directly with looked after children.	A, I, E

	4.2 Excellent verbal communication skills with employees, young people, families, the local community and external organisations	A, I, E
	4.3 Ability to monitor and take action to improve performance in order to provide excellent services and to develop effective team performance	A, I, D
	4.4 Ability to make informed decisions, give direction and lead by example	A, I, E
	4.5 Ability to work as part of a team with the middle management team, in the homes, and across all services	A, I, E
	4.6 Ability to present as a stable and consistent role model for young people, staff and the organisation.	A, I, E
	4.7 Ability to multitask and prioritise using effective organisation and planning skills	A, I, E
	4.8 Excellent computer skills, specifically around Microsoft suite, and ability to pick up new systems and applications easily	A, I, E
	4.9 Excellent written communication skills, particularly in relation to writing reports	A, I, E
Other work-related requirements	5.1 Ability to support the core values of A Wilderness Way.	I, E
	5.2 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service OR hold a satisfactory enhanced DBS check for the correct workforce <u>plus</u> existing registration for the DBS Update Service	C
	5.3 Ability to understand the needs of people from diverse cultural, social and racial backgrounds, including those who have experienced an unsettled childhood	A, I, E
	5.5 Full driving licence (preferably without endorsements)	C

* A=Application, I= Interview, R=Reference, T=Task, E=Essential, D=Desirable