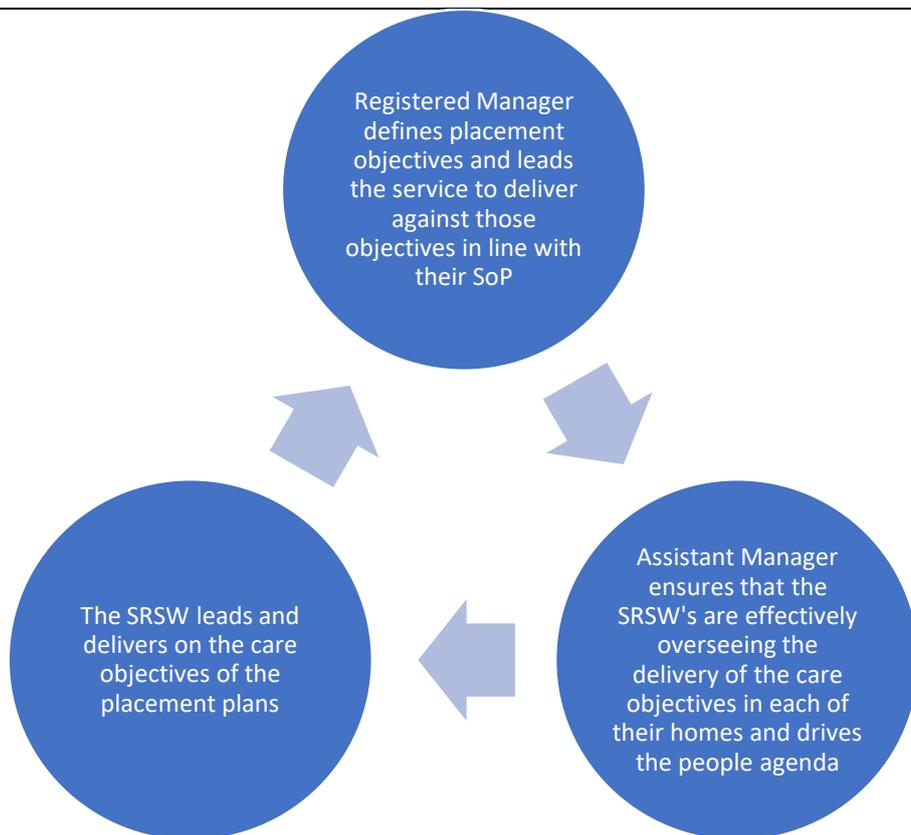




## JOB DESCRIPTION

<b>Job Designation/ Service</b>	<b>Registered Services Manager (MBR)</b>
<b>Salary Point and scale</b>	
<b>Responsible to</b>	<b>Operations Manager</b>
<p><b>Job Purpose and Role:</b></p> <p>Reporting to the Operations Manager, effectively and efficiently manage a multi building registration facilitating between 4-6 placements. You will be responsible for leadership, management and operation of this registered service supporting children who predominantly are placed on short term assessment placements where the aim is to educate and support both them and the external agencies around them on their permanency plan.</p> <p>The Registered Service Manager will set the operational direction and organise the effective running of the service provision to meet the setting's statement of purpose.</p> <p>You will be responsible and accountable for:</p> <ul style="list-style-type: none"> <li>• The progress and development of children in placement</li> <li>• The development of the Service in line with the Statement of Purpose</li> <li>• The admissions and discharge of children in your care</li> <li>• Placement objective planning and ensuring that the placement objectives are being met by your teams</li> <li>• Linkage with all external stakeholders</li> <li>• Ensuring that they effectively lead and manage their people through the relevant hierarchy of the service.</li> <li>• Leadership and management of the leadership team and effectively facilitating the cycle of care.</li> <li>• Conduct half yearly and annual reviews with the SRSW's and AM/QM (20 reviews a year)</li> </ul>	



You will work within and ensure effective deliver of the main responsibilities and key areas identified within the role of a Registered Manager and you will do this through effective leadership and management of an Assistant Manager, ensuring they have what they need to be the best that they can be and achieve the best results and positive outcomes for the children in our care and the teams we employ.

You will also be responsible for the commercial and financial aspects of your service, ensuring occupancy commitments are achieved and that your operational budgets are effectively managed, including but not exclusive to your people costs.

### **Main Responsibilities and Specific Outcome Area's:**

- Under the leadership of the Operations Manager, you will take overall responsibility for the leadership and management of an Assistant Manager, delegating effectively and appropriately whilst maintaining oversight and ownership.
- Delivery of the core objectives of a Registered Children's Home Manager, including but not exclusive to:
  1. Ensuring that Children and young people's safety and well-being will be appropriately protected at all times (including those who may go missing or may be at risk of harm, including exploitation, neglect, abuse, self-harm, bullying and radicalisation)
  2. Providing support and care that is of a high standard

3. Inspiring and leading a team of employees to deliver a high quality of care, which will meet the specific needs of the individual children and young people who are accommodated at the children's homes as stated in your statement of purpose
4. Your leadership and management will result in positive experiences and progress for children and young people
5. You will actively promote tolerance, equality and diversity, and challenge any discriminatory behaviours
6. You will have a good understanding of all aspects of practice that relate to managing a children's home
7. You will have a good understanding of any relevant, up-to-date practice models, including research and innovative practice, which you will use to underpin the operation of the homes
8. You will have a good understanding of the legislation and guidance that applies to children's homes
9. You will have a good understanding of Ofsted's policies and procedures, including guidance on the children's homes inspection framework, which is available on our website at [www.gov.uk/government/collections/social-carecommon-inspection-framework-sccif](http://www.gov.uk/government/collections/social-carecommon-inspection-framework-sccif).

- Through the effective management of your Assistant Manager, you will monitor human resource costs, staffing structures and rota's, ensuring they meet requirements of the children's needs and are in line with allocated budgets.
- You will work collaboratively with other designated departments to generate a detailed and effective home and workforce development plan which takes account of emerging trends and concerns and encompasses the wider training needs of your direct reports and services in line with this.
- You will ensure that your direct reports manage their teams effectively, ensuring they are aware of their responsibilities in relation to adherence of policies, both in the home, the organisation and those set out in Children's Legislation and Regulations. This should include an understanding and awareness of where they can access this information if required and how to keep themselves up to date.
- Through your direct reports and partners, you will ensure that all employees access appropriate behaviour management training within a reasonable time period and work pro-actively with the MDT to formulate specific behaviour management strategies for individual children where appropriate. This should be with the aim of facilitating children and young people to develop their own coping strategies and support mechanisms to enable them to become more able to self-regulate.
- You will take a lead in ensuring meetings and reviews of children and employees are delivered within designated regulatory timescales and in the majority of cases, unless a delegation of authority is established, you will be the lead contact in relation to the progress that children are making with your homes.
- You will establish appropriate reporting and management mechanisms to ensure that your obligations and responsibilities as a Registered Service Manager are delivered effectively and managed in a way to meet the high expectations set across the organisation.
- Through your direct reports, you will ensure that all local authority paperwork required in relation to any young person is gathered, is in date and relevant to subsequent internal care planning.
- Through your direct reports, you will ensure effective delivery of individual care planning requirements for children. Both of the above points should be escalated according and appropriately if the required information is not forthcoming from the relevant local authority.
- Ensure that the high standards expected in the delivery of care are upheld, and that the standing of the Organisation is maintained.
- Demonstrate an ability to utilise innovative and research informed best practice and provide those under your leadership with sufficient and varied information which is accessible to all regarding access to outside support and relevant agencies that will promote the health safeguarding and well-being of children in placement.

- Take the lead in ensuring an open culture is fostered, one in which children feel that they can express their views, complain should they wish to and to feel that they are listened to.
- You will ensure that your employees have a voice, are listened to and feel engaged with our culture and ethos and are proud of who we are as an organisation and what we achieve for the children in our care.
- Ensure that the homes function in such a manner that employees and children understand, recognise and celebrate the diversity of cultures and beliefs within the local and wider community.
- Accurately and effectively ensure the completion and administration of financial, payroll and staffing related matters in the home within the prescribed time scales taking overall ownership and responsibilities for the budgetary management of your Registered Service.
- Work in collaboration with Human Resources to manage all employee relations within the home, in line with current employment legislation and A Wilderness Way Ltd's policies and procedures.
- Through your direct reports, work within the constraints of company policy and wider GDPR legislation to ensure that records in the homes are stored and held in a manner which is compliant with regulations.
- Through your direct reports, you will ensure that the quality of the homes and the home environment is maintained to an outstanding level, ensuring that remedial work caused by wear and tear or damage is rectified immediately and the high expectations of the Operational management team are upheld at all times.
- Undertake and participate in any required training programmes which are relevant to the employment of teams working in children services, paying particular regard to residential care and the management role.
- Provide employees with sufficient information that ensures they understand their roles and devise monitoring systems which will ensure this is delivered to a high standard.
- Promote and actively encourage the professional development of employees.
- Ensure that all administrative requirements of the homes are maintained in such a way that they are compliant with good childcare practice, homes procedures, company policies and children's regulations.
- Actively manage your service in line with the SCCIF and provide stretch objectives to your team to achieve outstanding results. Ensure that you deploy your responsibilities as a Registered Manager in line with the requirements of the Children's Home Regulations and Quality Standards specifically but not limited to Risk Management and the Leadership and Management standard.
- Ensure employees are aware of and deliver the support required, to ensure the life chance opportunities of children are met in relation to their social, emotional, educational, physical and cultural needs.
- To have systems and processes in place which all employees understand and are compliant with Safeguarding and Child Protection Regulations.
- At all times promote and ensure anti-discriminatory practice.
- Produce, co-ordinate and edit reports to ensure they are delivered to a high standard.
- Through appropriate leadership, ensure that supervision, Personal Development Plans and annual appraisals are completed and add value to the employee and the service in which you are responsible.
- Directly deliver supervision to your direct reports, and occasionally and on an ad-hoc basis, ensure that you engage with your wider team by providing coaching and mentoring opportunities to support their growth and development.
- Work as part of a multi-disciplinary team.
- Promote and actively encourage the delivery of a safe, structured and nurturing environment.
- Safeguard and protect the health and well-being of children.
- Work in partnership with families, local authorities and external agencies.
- Co-operate with the Company in complying with the Health and Safety requirements outlined in Company policies, understand the Fire, Health and Safety Procedures and carry out relevant risk assessments of unsafe practices and conditions that present a safety risk.

- To lead on initiatives that motivate the children and young people to take an active part in decision making and be involved as much as possible to the design and delivery of the service they receive.
- To ensure every young person is made aware of their rights and that they are encouraged to explore these rights. (UN Convention on the Rights of the Child).
- Be aware of and comply with GDPR legislation in all areas and practices of work and ensure compliance by team members.

The post holder may be reasonably expected to undertake other duties commensurate with the level of responsibility and experience, training that may be allocated from time to time.

It is the responsibility of the post holder to comply with Health and Safety and Equal Opportunities requirements at all times.

### **Other Requirements:**

Provide on call support including evenings and weekends on a rota system.  
Provide support to other services within the organisation when required.  
Full Driving Licence.

### **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.

### **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.

<b>Area</b>	<b>Criteria</b>	<b>How Assessed*</b>
<b>Experience</b>	Experience as an Assistant Manager of a large service with high volumes of support workers or as a Registered Manager in a multi-placement service.	A, I
	Previous experience of working with children who may present with emotional or behavioural difficulties.	A, I
	Experience of working in an environment that requires resilience and patience.	A, I
	Experience of managing finances and budget control.	A, I

	Experience of managing a multi-disciplined team around a child.	
	Demonstrable experience in working with and on behalf of children, respecting and maintaining their individuality and promoting their positive development.	A, I
<b>Knowledge</b>	Children's Home Regulations and Quality Standards	A, I
	Residential Children's Home Settings	A, I
	Understanding of how to appropriately safeguard children and colleagues.	A, I
	Understanding and ability to interpret the SCCIF and translate into key objectives for a team of employees working directly with children in a residential setting.	A, I
	Knowledge of various leadership and management techniques to enable those in your hierarchy to be the best that they can be in their own roles.	A, I
	Understanding of how to adapt and change management and leadership style to support the needs of a team.	A, I
	Awareness of factors impacting on, and issues facing, vulnerable children and young people and families.	A, I
<b>Education/ Training / Qualifications</b>	Essential: Level 3 diploma in Children and Young People's Workforce or equivalent.  Enrolled on Level 5 Diploma at point of application and completion within a 2 year period from appointment.	A, C
	Continuous professional development that reflects a commitment to personal and professional growth.	A, I
<b>Skills &amp; Abilities</b>	Ability to work with others with a mature outlook	A, I
	Ability to bring others with you from a leadership and development perspective. Engaging and motivating them through a clear vision and established objectives that support the delivery of an Outstanding service.	A, I
	Ability to work directly with children in a residential setting	A, I
	Skilled and capable of understanding the independent needs of each child and adapting styles and approaches appropriately.	A, I
	Ability to work with a degree of autonomy in a flexible and creative manner, whilst maintaining adherence to policy and procedure at all times.	A, I
	Commitment to outstanding and aspirational results for children and young people in the looked after system.	A, I
	Ability to support the core values of A Wilderness Way.	A, I

<b>Other work-related requirements</b>	Willingness to ensure that our employees can be the best that they can be at work, help, support, mentor and coach them to achieve a high standard of performance that is reflected in their care of the children in placement.	A, I
	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 <u>plus</u> existing registration for the Update Service	C
	Ability to understand the needs of people from diverse cultural, social and racial backgrounds.	A, C
	Full driving licence (preferably without endorsements)	A, C