

Job Description



Job Title: Service Manager

Reports To: Area Manager

Hours: 40 (including shifts and sleep-ins when necessary)

STREETZ AHEAD

Job Summary

To help create and maintain a non-institutionalised, child, young person & adult centred home in which people are enabled to grow in all areas of their lives, to work towards emotional stability and to develop to their full potential. Setting up of two independent childrens homes.

The new service will be ran using Therapeutic Principles, and have Attachment Theory as one of the key pillars of the service. We use the Secure Base model to underpin our approach, ethos and engagement strategies, we offer full training and support to all employees around this.

To ensure that high levels of emotional and physical care, appropriate activities, homely accommodation and the service of keyworkers are planned, provided and applied in accordance with home's Procedures and Strategies and in line with The Children's Homes Regulations 2015.

The Services Manager will be expected to:

- Set up two successful OFSTED Registered Children's Homes (11+ - 17 years),
- Providing an outstanding quality of care in line with the Children's home Regulations and Quality Standards
- Managing, motivating and developing your staff team.
- Building and maintaining appropriate positive relationships with young people, outside agencies/ professionals and colleagues.
- Managing conflict with positive outcomes
- Safeguarding all young people residing in your homes and your staff teams
- Set up and delivery of high standard childrens homes

Main Duties & Responsibilities

The Registered Manager will be required to:

- Have an understanding of attachment and trauma in relation to young people
- Have a commitment to personal development and the acquisition of professional skills and further qualifications
- Participate in 'On-Call-Manger' Rota and take calls out of hours, a work phone to be provided
- Following company policies and procedures

Duties and Responsibilities Specific to the Post:

Home and service

- To ensure the Home exceeds all standards prescribed within the National Minimum Standards for Children's Homes 2015.
- To provide effective leadership by implementing organisational strategies, in order to enable objectives to be achieved.
- To contribute to the development of corporate policies and service initiatives, aimed at improving the service.
- To ensure that there is a Statement of Purpose in place, which is appropriate to the needs of young people and outlines qualifications, experience and expertise of the staff employed within the homes.
- To be responsible for ensuring a full flow of information into and out of the team and to develop effective communication strategies and systems which assist staff in the operation of their duties.
- To take a lead role in the gate keeping and allocation of a range of services provided to meet the identified needs of children and young people.
- To be responsible for the effective management and development of a range of quality direct services to young people. To ensure that the policies and procedures are understood, practised and implemented.
- To actively participate in recruitment, grievance, disciplinary, health and safety and other staffing matters with support from the legal team.
- To ensure that staff training and development needs are identified and ensuring that those needs are met. To assist in training staff as required.
- To ensure that all Health and Safety Regulations are complied with in accordance with our policies, procedures and practices.
- To regularly inspect the condition of the structure, fabric, furnishings and fittings of the building to ensure that all necessary equipment, etc. is in good working order and of a reasonable and acceptable standard of repair.
- To ensure that effective finance budgets, control, administration and records comply expectations and procedures.
- To promote and implement the companies Equality and Diversity policies and procedures.
- To ensure that staff understand and implement the companies Child Protection Procedures.
- To ensure we comply to all GDPR legislation
- To undertake any other such duties as required by the Directors, commensurate with the grade of the post.

Care

- Provide an emotionally and physically safe and secure environment for children
- To ensure that each child is assessed for need and has a formally developed Placement plan, ensuring the involvement of the child.
- To ensure that appropriate individual care is given to each child, in accordance with the Placement plans, Behaviour Support Plans and to ensure all of their needs are as per the Quality Standards and Children's Homes Regulations.
- To be responsible for the management, co-ordination and development of a range of quality services for young people referred and/or accommodated within the home.

- In consultation with Social Workers and Senior Manager, as appropriate, to develop individual Placement plans for newly referred Children to ensure their needs can be met pre-placement and to ensure their formal review as required.
- Ensure that care workers provide children with opportunities for social integration and the development of independence skills
- Co-ordinate the integration of new Young People, their assessment and future progression (including transition)
- Provide young people with a forum to express their own ideas and thoughts
- To have a thorough knowledge and understanding of, and to take responsibility for the implementation of the 'Quality Standards, Children's Homes Regulations', 'Working Together to Safeguard Children'.
- To ensure the young people's needs are met in line with the 5 Every Child Matters outcomes.
- Working very Closely with an Associate Key worker, be the named key-worker for each Young Person in the unit –
- To take the lead on all Safeguarding matters relating to the home, staff and young people.
- To promote the practice of working in partnership with young people, their families, other staff and agencies, in order to meet the needs of young people.

Staff

- To ensure that all duties undertaken by reporting staff are performed to required standards and that all such staff contribute to providing a happy, efficient and homely atmosphere.
- To co-ordinate, implement and ensure good attendance at monthly staff meetings
- To ensure that disciplinary rules are applied consistently and fairly to all employees.
- To ensure all staff time sheets are completed accurately, including Self Employed personnel, and returned to Senior Manager as required.
- To be responsible for recruitment and retention of staff.
- To promote and develop the team through coaching to build an effective team.
- To maximise the effectiveness of staff through motivation, development and the application of personnel policies.
- To take the lead in setting standards and evaluating achievements; to take a proactive role in securing improvements in the quality of services.
- To ensure the involvement, commitment, motivation and flexibility of staff through proper organisation, leadership, job deployment and appropriate skill mix.
- To ensure the provision of adequate staff cover for all shifts in line with statutory/Local Authority requirements and need.
- To set and review targets and objectives for the home's staff team in order to ensure that work is focused and has clear direction.
- To prepare duty rotas at least 1 month in advance - logging on the organisations central system.
- To participate in staff training, monitor and evaluate training plans for all staff, ensuring that the Job Description requirements can be adequately fulfilled.

- To develop, coordinate and participate in an out of hours on-call rota which covers telephone support, and call out requirements.
- To ensure all staff are adhering to their job descriptions, and that managers of other areas are accurately reporting information and keeping you fully up to date
- Co-ordinate and carry out investigations and disciplinaries in line with the current policy, and in liaison with your senior manager
- Ensure the supervision of all staff within the unit.
- Ensure your staff team receive mandatory training and give individuals opportunities to develop through further external training and in house scenarios
- Ensure policies and procedures are adhered to at all times
- To have line management responsibilities for a staff team, ensuring that all staff receive appropriate induction, supervision and appraisal to ensure the safe accountable and effective running of designated care location

General

- Maintain professional standards and provide a positive role model to staff
- To undertake good and effective communications with all staff, Children and relatives
- To attend to all mail, and to carry out general office duties as may be required.
- To monitor stock levels of consumables and ensure the ordering/ purchasing/procuring of items as may be required
- To ensure account ledgers and cash books as required in law, are available for auditing by the finance department as required.
- To monitor, and act upon, all complaints received from Children, relatives and staff.
- To ensure the receipt, handling, storage, administration and disposal of all drugs and medicines in line with documented procedures, are adhered to..
- Liaise regularly with the Senior Management Team, keeping them up to date with regards to the running of the unit.
- Write daily records and review reports
- Show commitment to personal development e.g. through undertaking training
- Promote and maintain good relationships with the local community
- Ensure confidentiality as per policy
- Be responsible for all administrative and financial aspects of care management within the unit
- Undertake quality assurance work and develop an annual plan accordingly

Legislation

- To ensure overall compliance of the unit with appropriate Legislation, Regulations and Ofsted Guidelines.
- To ensure compliance with GDPR
- To ensure compliance with appropriate Health & Safety, C.O.S.H.H., Fire, and Fair Employment/ Equal Opportunities Legislation.

- Liaise with other staff, social workers and other professionals, outside agencies including Ofsted, DOH, Safeguarding agencies and customer authorities, parents of children and members of the public
- To keep abreast of all new Legislation, Regulations and Local Authority Guidelines, and to ensure the effective communication of the same to all staff. To amend policies and procedures or to produce new documents as may be required through changes or up-dates in such Legislation/Regulations/Guidelines.
- To ensure that the fabric of the unit, and all attendant installations, equipment and appliances are maintained to the highest order in accordance with Health & Safety requirements.
- To arrange planned maintenance/servicing/calibration, as appropriate, and/or repair of installations, equipment and appliances.
- To ensure all aspects of catering in the unit meet the required standards of Food Hygiene.
- To plan the menus, in particular ensuring any special dietary requirements are met
- To ensure that the unit is cleaned, heated and maintained to documented standards.
- To generate all notifications in relation to accidents suffered by Children, staff or visitors in line with R.I.D.D.O.R. (1995) requirements.
- Undertake any other duties, tasks or responsibilities which may reasonably be required by the senior management.
- To carry out any other tasks or duties deemed appropriate as directed by the Director.

Working with Young People in a Child-Centred Approach

- actively be familiar with the background, care plan and daily progress of all children, young people and adults across the organisation and their individual care plans
- To play an active role in the lives of all children, young people and adults and to fulfil their emotional needs: to feel seen, heard, safe, respected, valued, supported, empathise with and cared for.
- Promote the need to maintain a protective environment for the children, young people and adults who have suffered abuse from others and to develop ways in which they are able to trust adults.
- Have creative ideas and of how to support children and young people with history of neglect or/and abuse the children, young people and adults have suffered and to be able to see beyond their presenting behaviour.
- To promote the rights, individuality and choice for children, young people and adults.
- To build positive and appropriate working relationships with children, young people and adults, ensuring adherence to boundaries and consistency of care practice.
- To organise, participate and facilitate any meetings.

Personal and Professional Development

- To plan, attend and deliver in-house and external training days/sessions; group clinical supervision and team meetings in order to develop a theoretical underpinning of residential home, supported housing and individual placements and support work. Attendance is required whether on or off shift.
- Complete all mandatory training requirements and refresher training to ensure knowledge and skills are continually updated

- To arrange and attend regular individual supervision with the Director and to take responsibility for raising and addressing any relevant issues.
- Take responsibility for own behaviour and practice and continue self-development through reading, research etc. provide peer support and guidance to other members of staff.
- Our regulatory standards require all staff to be qualified. The company will sponsor staff on the QCF (Qualification Credit Framework, formerly NVQ) level 3 Children's and Young Peoples Workforce Diploma within six months of successful completion of the probationary period. It is a condition of employment that staff undertakes and satisfactorily completes the qualification within the prescribed timescale. You will oversee all training of new and existing staff

Person Specification

Qualifications:

Essential:

- It is a requirement to hold QCF level 5 Health and Social care.

Desirable:

- QCF/NVQ 3 in Care (preferable Children and Young People) or equivalent

Knowledge & Experience:

Essential:

- Experience with young people either paid or voluntary
- You must have, within the past 5 years spent at least 2 years in a position relevant to the residential care of children and worked for at least one year in a role requiring the supervision and management of staff working in a care role
- Working knowledge of childcare and child developed through working directly with children, young people and adults
- At least 5 years experience working within Children's services
- A history of "Good" or "Outstanding" track record with Ofsted
- Strong Leadership and Management skills
- Leadership, delegation skills and management of implementing projects
- You must have a professional qualification in Social Work, Psychiatric Nursing or Psychological therapies and have at least 3 years experience as a Registered Manager or Deputy Manager with the necessary Level 5 in childrens leadership and management.

Desirable:

- Experience of working with young people with emotional & behavioural difficulties
- Understand current childcare legislation
- An awareness of and commitment to working in a non-discriminatory manner and supporting differing cultural, religious and racial needs

Skills & Abilities

Essential:

- A genuine interest in working with children, young people and adults
- willing to make a commitment to the job
- Able to engage appropriately with children, young people and adults to develop rapport
- Actively reduce and recognise conflict, challenging behaviour and situations
- Ability to manage personal and professional boundaries maintaining appropriate relationships with staff, children, young people and adults
- Ability to understand and strategically support staff with complex cases
- Good communication skills (written and verbal). The position involves being able to write logs, reports, daily records etc.
- Able to take direction and work effectively and cooperatively as a member of the team
- Ability to constructively engage with a wide network of professionals
- Able to professionally separate own emotions and feelings, to support children, young people and adults to trust adults
- Ability to share and role model good and consistent child care, adult provision and practice
- Able and willing to undertake all tasks associated with children, young people and adults
- Hold a current full manual driving licence and prepared to drive as part of the work
- Committed to anti-discriminatory practice and anti-oppressive approach able to translate this attitude into practice
- Commitment to personally undertake further training and development
- Able to meet the requirement of the shift pattern

Desirable:

- Able to effectively use a range of strategies in dealing with confrontational or challenging behaviour from young people including de-escalating and approved hold techniques
- Ability to assume responsibility for the operation of the homes
- Able to demonstrate consistency of approach in dealing with a range of children, young people and adults
- Ability to understand the different dynamics and distinguish between the differing needs of the individuals and the group.

Essential other: Full Driving License, including Business Insurance. Compliance with our Safer Recruitment Policy, including references and a valid Enhanced DBS.

This position involves occasionally travelling to various locations and you may be expected to take young people in your car.

