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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Registered Manager  | **POST NUMBER:**  |
| **REPORTS TO**  | Head of Service  |
| **DEPARTMENT:** Children, Education and Communities | GRADE: 11 |
| **JE ref:** | 0106 | PANEL DATE: | 27/07/2021 |
| **1.** | **MAIN PURPOSE OF JOB** To act as Ofsted Registered Manager to coordinate and manage work with young people and families on the edge of care, in care and leaving care. The post holder will have responsibility for the effective development and delivery of high quality care provision for young people with a wide range of complex and challenging needs.To manage a service that will support children and young people age 11-17years, with a complex range of needs due to, but not exclusively early trauma and attachment. These children and young people often struggle to build relationships and understand their emotions which can result in complex and risk taking behaviour. These children and young people may need additional therapeutic support or specialist input.The post holder will ensure that high standards of practice are achieved and that services are delivered in accordance and compliant with the National Children’s Home Regulations (2015) and City of York Council’s guidelines and procedures.The post holder will manage an operational team and provide clear and effective leadership within the framework of the Children’s Home Statements of Purpose. They will proactively provide support and supervision to a team that is dedicated to working with young people and their families in ways that will achieve the best possible outcomes. The post holder will lead, develop, coordinate and manage a range of services and support, in partnership with other agencies, which will include; * **Community support** providing young people and their families with support with edge of care or transition out of care
* **Residential care –** when a young person requires co-ordinated support from partners whilst living in a safe environment.
* **Therapeutic care** – to support a young person requiring therapeutic care, the home will provide oversight and pathway co-ordination in and out of health services in conjunction with multiagency care plans.
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| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | 1 | To directly manage the staff who provide the residential and community support to children and young people with a complex range of needs. |
|  | 2 | To contribute to the management and allocation of referrals across community and residential services.The post holder will have key responsibility for managing in line with established service priorities, ensuring that packages of care and support are designed and implemented in partnership with families and individual children and that all packages are based on an comprehensive assessment, adequately planned and subject to regular review. |
|  | 3 | To ensure that all children receiving residential, community and therapeutic care have an individual care plan, that effective measures are in place to protect and safeguard children and we work with partner agencies to contribute to those plans with the provision of programmes and care packages which are flexible and responsive to need.Care plans will need to be regularly reviewed to ensure that provision is changed to reflect the enhanced or reduced level of support required.  |
|  | 4 | To ensure that all staff have a balanced and managed workload commensurate with their experience, ability, and professional qualification. |
|  | 5 | To ensure that all staff are clear about what is expected of them, that they are kept informed about their performance, and enabled to acquire and develop necessary skills through regular and professional supervision, the use of personal development plans, and access to appropriate training. This will include appropriate action within the Council’s disciplinary and grievance procedures if required.  |
|  | 6 | To take overall responsibility for quality assurance and performance management across the service, promoting a culture of safe challenge and continuous improvement.  |
|  | 7 | To develop and manage coherent and consistent systems for information and administration for the service. |
|  | 8 | To chair planning meetings where required, ensuring the full participation of parents/carers, partners and children and to attend reviews, child protection case conferences, and other meetings as appropriate. |
|  | 9 | To be accountable for the management of the delegated budgets within agreed cash and funding limits.  |
|  | 10 | To contribute to the development of Children’s Social Care Services for young people, leading and implementing change within the service and the wider multiagency context.  |
|  | 11 | To take overall responsibility for development and delivery of the Statement of Purposes and the associated regulatory requirements for Ofsted.  |
|  | 12 | To take leadership responsibility for the development and shaping of dynamic and creative Children’s Social Care services for children and young people age approximately 11-17years, with a complex range of needs due to, but not exclusively early trauma and attachment. These children and young people often struggle to build relationships and understand their emotions which can result in complex and risk taking behaviour. Children and young people may need additional therapeutic support or specialist input. |
|  | 13 | To contribute to the development of a business plan for the children’s home, thereby ensuring that the identified needs of individuals and communities are met in the most efficient and effective way possible within available resources.  |
|  | 14 | To ensure the effectiveness of systems that support safe practices with regard to the Health and Safety of staff, young people and visitors to the children’s home, which are compliant with the relevant legislation.  |
|  | 15 | To ensure arrangements are in place for the general up keep and maintenance of the children’s home and have overall responsibility for the building. |
|  | 16 | To ensure an ongoing training programme is in place across the service provision, linked to the service training needs analysis, Children’s Home Regulations and individual Personal Development Reviews. This includes the training for staff who are taking on specific and targeted interventions and ensuring this complies with insurance and indemnity requirements. |
|  | 17 | To ensure that an effective forum for consultation is in place to shape the development of the service. This will include active participation of children and families in decision-making.  |
|  | 18 | To ensure effective collaboration and communication with internal and external stakeholders including multi-disciplinary teams, voluntary, statutory partner agencies.  |
|  | 19 | To provide management accountability and oversight of Restrictive Physical Intervention and incidence recording. |
|  | 20 | As part of The Children’s Homes (England) Regulations 2015, Regulation 23 Medicines * Make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children’s home.

Registered Manager will ensure that: * Medicines kept in the home are stored in a secure place so as to prevent any child from having unsupervised access to them;
* Medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child; and
* a record is kept of the administration of medicine to each child
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|  | 21 | Development of policies and procedures, with line management guidance and input from the appropriate specialism for example health policies such as medications and infection control.  |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**To ensure recruitment, selection and induction of staff follows the safer recruitment procedures and reflects the specialism of the service.**Direct:**  8 x FTE to provide support for the young people who receive a service from the children’s home. 8x Support Workers covering all shifts including waking night rota as required Casual Support Workers - numbers will depend on need and budget General Assistant |
| **4.** | **CREATIVITY & INNOVATION**The post holder will:* Operate within an environment of transformational change, involving new ways of working, integration of service provision and changes to existing practices and culture. It will require the balancing of strategic, operational and developmental priorities to ensure the effective and efficient development and operation of integrated service provision.
* They must be able to manage change and innovation, within agreed parameters, in such an environment and to motivate staff to implement new ways of working. This will be key to ensuring that the strategic vision is translated and embedded into service provision, policies, procedures and practice.
* This role will need to develop new policies and procedures to implement a model around each young person’s complex needs and manage a diverse and new staff team through the cultural and practice transformation.
* Demonstrate confidence and flexible thinking to promote the voice of the child/young person in both the delivery and development of services.
* Contribute to strategic development and implementation of the wider multi-disciplinary services for children and young people, consistent with the Local Authority vision for social care services, codes of practice and regulations alongside national or local directives and/or guidance on service provision.
* Adapt and transform the service by reviewing and improving working practice and service delivery models. This work will be initiated by the post holder or at the direction of their line manager.
* Develop creative and innovative solutions to complex problems in relation to service provision and the needs of individual service users. Solutions must be consistent with local and national policies and good practice.
* Adopt and role model reflective practice to challenge and support staff during supervision and performance development reviews.
* Problem solve in relation to staffing of the service, challenging and/or distressed behaviours of young people, continuity of the service and effective use of space/buildings.
* Respond to emergency and unpredicted situations by offering flexible and creative suggestions which are consistent with local and national policies and good practice
* Ensure quality assurance processes used by themselves and staff they manage are effective and proactive, leading to improvements and efficiencies in service delivery
* Develop and interpret policies and guidance in relation to the provision of the service.
* Evaluate the outcomes of relevant and up-to-date evidence-based research in relation to the service and its development.
* Establish systems to monitor the impact and effectiveness of the service and compliance with performance standards and good practice guidelines.
* Establish a relevant, robust and effective training programme that dynamically adapts to the changing needs of service users
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| **5.** | **CONTACTS & RELATIONSHIPS**The post holder will provide vision, direction, leadership and management to a specialist service for young people with a complex range of needs and their families.This will involve working as part of a residential management team contributing to 24 hours a day, 7 day a week management cover, including on-call. To maintain an active involvement and engagement with all children who receive a service from the children’s home to ensure management oversight, advice and guidance.**Internal**The post holder will have:* Regular contact with colleagues within Children’s Services, including Service and Practice Managers, Social Workers, Pathways/Transitions Team, CAMHS, FIRST, Nurses, Practitioners in CSC, and staff in other Council Directorates about care issues
* Regular contact with parents/carers and young people to ensure thatchildren and families are involved in decisions affecting their care, as is appropriate to their age and understanding.

These internal contacts and relationships will * Promote staff welfare across the whole service, offering support where appropriate
* Develop and manage coherent and consistent systems for information and administration for the children’s home.
* Ensure an effective forum for children and young people’s contribution is in place, to develop the service.
* Ensure that good relationships are maintained with building maintenance and other relevant Council services.

**External** The post holder will have: * Regular contact with neighbours and the local community, to ensure good relationships are maintained.
* Frequent contact with the Police and Education / CAMHS / Health Providers in relation to service provision
* Frequent contact with care providers within and outside the City of York
* Frequent contact with providers and contractors from voluntary, statutory and private sector.

These external relationships and contacts will * Ensure that good relationships are maintained with family and carers and to ensure that the young people and families are involved in decisions affecting their care and support, as is appropriate to their age and understanding.
* Ensure that arrangements are established and maintained for effective liaison between the home and colleagues both within Children’s Social Care and from other statutory and voluntary agencies as appropriate.
* Develop and maintain professional contact and regular dialogue with managers in Social Work Team, Pathway Team, Community Nursing Team, FIRST clinical intervention.
* Ensure that professional contact and regular dialogue is maintained with Schools, CAMHS, health specialists and police.
* Ensure that good relationships are maintained with supply providers, contractors and service providers.
* Ensure good relationships are maintained with neighbours and the local community.
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| **6.** | **DECISIONS – discretion & consequences**Within the scope of the Council’s policies and procedures the post holder will make decisions about:**Staffing*** Adequate and safe staffing at all times across the service.
* Appropriate support, supervision and training of staff within their team.
* Manageable caseloads of each member of staff and other tasks and responsibilities associated with the running of the Children’s home.
* Delegation of tasks to other members of the leadership team.
* Implementation of Human Resource procedures e.g. Capability, Absence Management.

Children and families * Contribute to the management and allocation of referrals for services for young people, including community, residential, therapeutic provision.
* The final decision on acceptance of referrals to all residential, therapeutic and community care placements
* Recommendations and actions relating to changing provision (eg enhanced / reduced level of service)
* Appropriate actions and strategies relating to challenging and/or distressed behaviours of children and young people using the service.
* Oversight of the sign off and review, recommendations and actions resulting from risk assessments of children and young people using the service.

**Budget and Resources*** Expenditure within the agreed service’s budget.
* Action to ensure the service’s budget remains within defined spending limits
* Recommendations and action to compensate for any potential or actual overspends.
* Action to ensure accurate financial records are maintained.
* Oversight of the budget for furniture and fittings of the home.

Operational and Developmental* Lead on the development of services for young people and their families, and lead on the development of a business plan for the services, thereby ensuring that the identified needs of individuals and communities are met in the most efficient and effective way possible within available resources
* When to involve senior managers and support services in any specific issue.
* Implementation of changes to the service’s internal systems in relation to improved service delivery.
* Inspection requirement and processes ie, Regulation 44, 45 and Ofsted

ConsequencesThe making of appropriate decisions will ensure:-* The effective use of resources
* The safe provision of services in terms of personal safety to support workers, children using the service and members of the public.
* The service is consistent with all relevant policies, procedures and legislation and offers value for money
* An effective service is provided for children to enable them to achieve their agreed outcomes.
* Children’s homes staff retention and development targets are achieved.

The Registered Manager holds the ultimate accountability for the care, safeguarding and Health and safety of all children under the service provision in line with responsibilities outlined by Ofsted. Failure to do this effectively could lead to removal of Ofsted registration and in some case criminal prosecution.  |
| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)* Description Value Furniture, fittings, buildings, equipment £ 58k Petty Cash Up to £1,500 at a timeMobile £300  |
| **8.** | **WORK ENVIRONMENT** Work demands* Constantly assessing priorities and tasks in an ever changing work environment and responding rapidly and appropriately to challenging situations and requests for decisions and support.
* Balancing competing demands and priorities.
* Responding to constant interruptions
* Managing complex situations and conflicting priorities
* Prolonged concentration on complex tasks, including the use of IT equipment.
* Demands to provide information for the organisation both at regular intervals and impromptu.
* In times of exceptional crisis the Registered Manager would be expected to be on site to support the young person and staff
* On-call when off rota

Physical demands* Occasionally moving furniture for cleaning purposes and arrangement of chairs for meetings.
* Moving and handling of goods and equipment
* Walking frequently around the Home, includes climbing stairs to first floor level
* Walk or travel to other buildings in the City for various meetings
* Prolonged sitting, including the use of a computer.
* Respond to emergency situations as required

Working conditions* Work in a controlled environment with adequate heating, ventilation and lighting.
* If available, to give advice to staff outside of normal working hours.
* To be available for meetings and other duties outside of normal working hours as required.

Work context* Routinely face the possibility of verbal threat and physical aggression from children towards staff, peers or the environment
* Young people may display emotional outbursts resulting in physical assault of staff.
* To use de-escalation skills and occasionally breakaway techniques.
* Emotional and mental effort in regularly dealing with distressing issues relating to children, families and staff.
* Supporting staff through the process of change.
* Dealing with challenging and/or sensitive conversations over the telephone and electronic messaging systems.
* Prolonged periods of concentration on complex tasks
* Emotional and mental stress of being responsible for a large staff team and associated services
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| **9.** | **KNOWLEDGE & SKILLS****Qualifications*** L3 Diploma/ NVQ 3 (Children and Young People)
* Qualification in leadership and management (L5 Diploma to be gained within 3 years of being in post – this is an Ofsted requirement)

Experience* Minimum 2 years experience in residential childcare in the last 5 years.
* Minimum 1 year experience in supervisory / management role.

Knowledge* A sound working knowledge of the main provisions and underlying philosophy of the Children Act 1989, The Care Act 2014 and Children and Social Work Act 2017, Children’s Home Regulations and the associated volumes of operational guidance.
* An understanding of the implications of the Children and Families Act (2014) and related SEND Code of Practice (2015) on Social Care.
* An understanding of the implications of the Mental Capacity Act (2005) DOLS
* Knowledge of current evidence-based research about the needs of children and young people who have experienced significant trauma, difficulties forming relationships and attachments, and require support to manage/regulate their own mental health.
* Knowledge of key reports influencing the development of residential care, including multi-agency guidance such as Working Together to Safeguard Children 2017.
* A demonstrable understanding of high standards of professional practice, and of effective systems for ensuring the delivery of high quality, child-oriented services.
* A demonstrable understanding of the principles of effective budget management.

Skills* Clear and demonstrable commitment to the delivery of high quality, children centred services.
* A demonstrable capacity for innovative thinking around the development of new approaches to the delivery of support services to children and young people
* The ability to provide leadership, inspire team working and motivate and develop staff.
* Excellent inter-personal skills and the ability to work co-operatively both within and across professional disciplines and agency boundaries.
* Excellent communication skills including the ability to communicate sensitive information
* A demonstrable ability and commitment to involving children and families in all aspects of service delivery and development.
* Ability to assess risks relating to service users behaviour, and those associated with the workplace, with confidence and competence.
* The ability to work and take appropriate decisions when under pressure.
* Able to lead practice on de-escalation and breakaway skills
* To have the ability to think and plan strategically and contribute to service development.
* Ability to manage change and support staff through the process.
* Ability to challenge unacceptable practice constructively.

**Personal*** Able to use office based IT and data systems. Must be able to use computers for emails, data entry, word processing and spreadsheets.
* Able to work autonomously, within minimal direct /daily supervision from line manager
* Able to work under own initiative, and initiating projects and tasks within the service.
* Ability to drive and have access to a car is desirable.
* Excellent time management and organisational skills
* To work within and uphold all City of York Council’s procedures.

**Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2** - Mastery or proficiency - Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read.This post requires the post holder to undertake an enhanced – child workforce (with barred list check) criminal record check via the Disclosure and Barring Service. |
| **10.** | **Position of Job in Organisation Structure**AD / Group Manager Clinical Psychologists/Partner agencies**Registered Manager**8 x Support Worker, Casual Support Workers - numbers will depend on need and budget General Assistant |