

## **Job Description**

**Job title:** Registered Manager

**Scale:** £38,500 - £40, 000 plus annual performance incentive up to a maximum of £4250

**Hours:** 37 hours per week

**Overall purpose:** Ensuring all responsibilities of Restorative Social Care Services provisions are met.

**Responsible To:** Responsible Individual, Service Manager and Directors

**Reports to:** Service Manager, Responsible Individual and Directors

### **Main responsibilities of the role:**

#### Management of Care / Support Responsibilities – Our Ethos

1. Ensure the home is managed and run in line with the standards and expectations set out in the Children's Homes (England) Regulations 2015 including the Quality Standards.
2. Ensure the home is managed and run in line with relevant national and local legislation, policy and guidance, including but not limited to: WTSC (2018), CA (2004) and associated guidance,
3. Ensure each member of the team you lead is aware of and understands their job description, role and responsibilities.
4. Create a positive culture where each member of your team is encouraged and supported to meet the expectations and responsibilities within their job descriptions.
5. Develop and lead effective practice in a manner that reflects the intervention elements of Restorative's Model of Care / Support – namely, authoritative parenting / support; restorative interventions; strengths-focused approaches.
6. Always put the needs of children, young people and other service users first, and create a culture for the team you lead where children and young people are treated with dignity and respect, promoting the highest standards of care / support.
7. Manage the team to ensure they meet the care or support needs of children, young people and other service users – assisting and ensuring good personal and health care, as well as promoting educational and recreational activities.
8. Manage the team, such that they proactively support children's, young people's and other service users' Care Plan / Pathway Plan / Restorative Support Plans – taking active responsibility to promote positive behavioural outcomes, health, education, independence, social, emotional and personal wellbeing, through delivering focused and planned interventions.

9. Develop and facilitate a 'Culture of Awareness' in the home you manage whereby any concerns that might compromise the child's, young person's or service user's safety and wellbeing are reported immediately.
10. Promote and develop a culture in which a team you lead shows resilience and a calm approach when facing challenging and complex behaviours presented by the children, young people and other service users.
11. Support the team you lead to take a positive and solution-focused approach to challenging and complex behaviours presented by the children, young people and other service users, accessing your line manager for support and guidance in these areas to ensure morale and motivation is maintained.
12. To support and develop the knowledge and skills within your team, implementing appropriate de-escalation and positive handling strategies, when dealing with challenging behaviour.
13. Develop and create a warm, caring or supportive, and nurturing environment.
14. Ensure that, with support, Key / Lead Workers promote and facilitate contact with the children's, young people's or other service users' family.
15. Ensure that Key / Lead Workers take an active part in promoting the children's, young people's and other service users' involvement in youth, leisure, social and recreational activities within the local area.
16. Ensure that any specific additional needs of the children, young people and other service users – physical, emotional and medical - are addressed and promoted through providing support in accordance with individual Care Plans / Pathway Plans / Restorative's Support Plans.
17. Ensure that children's, young people's or other services users' individual cultural needs are promoted and respected, and diversity is celebrated and supported through an inclusive approach.
18. Ensure the team encourage age-appropriate participation with independence training, to develop children's, young people's and other service users' skills and capabilities to live independently.
19. Ensuring when children and young people are transitioning onto independence, the team work in partnership with relevant agencies, to ensure high levels of participation for each young person / adult to achieve planned outcomes.

### Management of Recording & Quality Assurance

20. Ensure relevant information concerning each child, young person or other service user is accurately recorded, maintained, updated and communicated to the necessary professionals, in accordance with organisational policy and aims.
21. Ensure that all records are properly monitored and maintained in conjunction with organisational requirements and General Data Protection Regulations 2018 (GDPR).
22. Regularly review and monitor the quality of recording presented by the team you lead, providing guidance and support where required to improve standards and ensure records are kept up to date.
23. Monitor and review all records surrounding significant incidents, ensuring these are communicated to your line manager as well as other relevant professionals in line with policy and regulatory requirements.
24. Review, update and improve the homes recording formats in order to keep up to date and in line with current themes, policy and literature.
25. Ensure effective upkeep and completion of the companies key internal monthly quality assurance processes.

### Management of Key Working / Independence Working

26. Ensure the team you manage keep up-to-date care planning and support records.
27. Ensure that a suitably qualified member of the team attends each CLA, Education and other meetings concerning any child or young person.
28. Ensure the team you lead are aware of, and understand, each child's or young person's care and support plans and work towards meeting their identified needs on a daily basis.
29. Ensure that the records created by the team for whom you have responsibility, are properly monitored and maintained in conjunction with organisational requirements and data protection.
30. Attend all significant planning reviews or meetings for the children, young people or service users you have responsibility for. Where this is not possible, agree with your line manager, so they can arrange to attend on your behalf.

### Personal Requirements/ Responsibilities Relevant to the Role

31. Behave in a professional manner at all times with sensitivity, dignity and respect towards children, young people, staff, other professionals and service users.
32. Ensure high standards of professional conduct at all times, adhering to and following relevant policies and procedures.
33. Work at any Restorative establishment or designated workplace according to direction from your line manager.

34. Utilise own vehicle (car driver) to transport / support children, young people or other service users to and from family contact, school, health appointments, diversionary activities, etc. where their individual Care / Support Plans determine this is required.
35. Ensure that all members of the team receive supervision in line with company policy and ensure that any delegated supervision responsibilities are undertaken and monitored.
36. Take a proactive part in your team's development and your own self-learning.
37. Ensuring training and development sessions are attended in accordance with each team member's Individual Development Plans (IDPs) and mandatory training requirements.
38. Develop a culture where shift handovers are carried out in a pragmatic and solution-focused manner, in order to resolve issues and plan actions for both the young people and the team.
39. Plan, facilitate and lead regular team meetings or briefings, communicating any information the team need to carry out their duties effectively.
40. Ensure professional standards in line with individual and team performance plans.
41. Act as a role model and mentor, and ensure that every member of the team receives appropriate support, guidance and development within their role.
42. Ensure the effective induction of all new starters, taking a lead where required.
43. Ensure induction and probation processes for all posts are effectively managed and completed in line with identified timescales.
44. Contribute to the monitoring, evaluation and review of policies and procedures as appropriate.
45. Provide regular feedback to your line manager, to assist in the monitoring and development of staff performance, addressing practice issues where relevant.
46. Assist in coordination and delivery of regular team performance and service reviews.
47. Be part of the manager on-call system, always being available to perform the responsibilities and expectations of this duty when indicated on the rota.
48. Undertake such other tasks as may be deemed appropriate to the post and the remit of the service, in order to provide excellent standards of care / support.

#### Management of Finance and Budgets

49. Overall management of the home's financial budget.
50. Ensure that finance is distributed in line with identified expenditure areas.

51. Develop and facilitate a culture where the team you lead seek best value for the budget they have, in order to maximise opportunities and allowances for the home.
52. Ensure that daily and weekly finance tasks are consistently completed and systematic quality assurance processes are in place to prevent misappropriation or fraudulent activity.
53. Ensure any financial responsibility is delegated appropriately.

#### Management of Cleaning and Maintenance

54. Ensure the home is clean, hygienic and tidy at all times and that any tasks / routines around cleaning and sanitising are followed. This includes ensuring that children, young people or other service users are consistently and fully supported to complete any cleaning-based independence tasks outlined in their individual plans, and should they not be doing this, when necessary, undertake this cleaning on their behalf.
55. Ensure or encourage, and provide support (service dependant), such that children's, young people's or other service users' bedding and clothing are always clean and prepared for use.
56. Take a proactive and solution-focused approach to maintaining the material appearance of the home / setting, addressing and resolving any issues that undermine the creation and maintenance of an environment that is clean, warm, homely and inviting.
57. Check and monitor all staff records in relation to daily tasks, housekeeping, and health and hygiene.
58. Act as a role model and be highly proactive in ensuring that the material environment of the setting you are responsible for is of a very high standard.

#### Health and safety

59. Ensure the health and safety of children, young people and others through regular monitoring of potential hazards and risks, and report these to the senior / management team as necessary. This includes consistently completing any identified health and safety checks within the settings.
60. Ensure the health and safety of all children, young people, other service users, staff and visitors to the setting by conducting and responding to regular hazard and risk assessments.
61. Conduct and / or ensure risk assessments are carried out in respect of any activity undertaken by the young person, or staff in relation to their duties.

#### Specific Managerial Duties

62. Ensure that the Rota for the home is managed in an effective and timely manner, providing adequate staffing levels are identified and in place.

63. Where staff shortfalls are identified in the home's Rota, and cannot be appropriately covered, flexibility is required to work on shift to ensure consistency and support the needs of the home.
64. Ensure daily handovers are attended unless alternative essential responsibilities require your presence.
65. Ensure all planned personal annual leave is managed effectively. This includes a thorough handover of tasks and responsibilities to the assistant manager and support team prior to annual leave, and upon return ensure an effective handover is received.

#### Additional Duties – an important note

The work of Restorative Social Care Services is both varied and challenging, which results, at times, in some unpredictable circumstances. There is an integral need for all employees to be flexible in response to situations that arise outside of this job description.

Additional duties may therefore, at times, be required to cover unforeseen circumstances or changes in work, to allow the organisation to maintain staff activity and quality of service provision.

#### Equality and Diversity

Restorative Social Care Services requires a commitment from all staff to recognise, support and celebrate equality and diversity for all. We have an inclusive approach and holistic way of working, with service users, and colleagues alike, to encourage every individual to be their authentic self.

#### DBS checks and references

This post is subject to a satisfactory enhanced DBS check. Restorative Social Care Services has and operates a culture of awareness policy; as such all staff are also subject to thorough reference checks.

### Person Specification – Registered Manager

<u>Area</u>	<u>Essential</u>	<u>Desirable</u>	<u>Where assessed</u>
<b>Attitude</b>	<ul style="list-style-type: none"> <li>- Good leadership and management skills - a positive role model</li> <li>- Genuine commitment to the welfare of looked after children</li> <li>- Commitment to anti-oppressive practice</li> <li>- Honesty, tolerance, trustworthy, patience, flexibility</li> <li>- Interest in the development of other workers</li> <li>- Embedded understanding of the complex nature of the services users we support, reflecting this through resilient practice on a day-to-day basis</li> </ul>		<p>Application form</p> <p>Interview</p>
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>- NVQ / ILM Level 3 / QCF 3 in Caring for Children and Young People or equivalent or be working towards</li> <li>- Level 5 qualification (or willing to immediately work towards)</li> </ul>	<ul style="list-style-type: none"> <li>- Dip SW, NVQ Level IV or equivalent, NVQ Assessors Award</li> <li>- TAQA</li> <li>- Health &amp; Safety Training</li> <li>- First Aid Training</li> </ul>	<p>Application form</p> <p>Interview</p>
<b>Knowledge and understanding of</b>	<ul style="list-style-type: none"> <li>- Children Act 1989/2004</li> <li>- Leaving Care Act 2000</li> <li>- All areas relating to safeguarding including WTSC 2018</li> <li>- The Ofsted inspections and associated SCCIF</li> <li>- The Children Homes (England) Regulations 2015 including Quality Standards</li> <li>- Child development theory</li> <li>- Attachment theory</li> <li>- Complex risks vulnerabilities and needs presented by children and young people</li> <li>- Direct work with families</li> <li>- Multi-disciplinary approaches to meeting clinical, physical and emotional needs</li> </ul>		<p>Application form</p> <p>Interview</p> <p>Written exercise</p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>- Management experience</li> <li>- Supervisory experience</li> </ul>	<ul style="list-style-type: none"> <li>- Experience of working in alternative settings</li> <li>- Experience of dual registration management</li> </ul>	<p>Application form</p> <p>Interview</p>

<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>- Motivational and ability to motivate</li> <li>- Flexibility to respond to the needs of the unit and young people</li> <li>- Excellent report writing and organisational skills</li> <li>- Excellent IT skills</li> <li>- Excellent communication and interpersonal skills</li> <li>- Ability to manage and complete quality assurance, regulation 45 records</li> <li>- Manage an effective budget</li> </ul>		Application form Interview
<b>Professional development</b>	<ul style="list-style-type: none"> <li>- Committed to professional development and learning opportunities</li> <li>- Be able to induct, develop and appraise team members</li> </ul>	<ul style="list-style-type: none"> <li>- To support with training and continued development within the organisation</li> </ul>	Application form Interview