

Job Description

Job title: Supported Accommodation Quality, Development, and Compliance Manager

Scale: £47,000 - £52,000

Overall Purpose:

1. Understand the needs of young people receiving support from Restorative Supported Accommodation services
2. Understand the needs of the service
3. Develop effective quality assurance processes that align with Ofsted frameworks: to monitor practice and performance; to promote consistency and excellent outcomes for young people
4. Support, develop and performance manage Managers and Staff through induction, training, coaching, supervision and performance reviews

Responsible to: Supported Accommodation Director

Reports to: Supported Accommodation Nominated Individual

Main responsibilities of the role:

Understand the needs of young people receiving support from Restorative Supported Accommodation services

1. Organise and facilitate opportunities for young people using RSC Supported Accommodation and Outreach services to provide feedback on their experiences as part of the QA framework
2. Keep up to date and apply learning from external regulatory inspections, relevant Child Safeguarding Practice Reviews, changes to national policy and legislation which impact on young people, in all quality assurance processes and action plans.

Understand the needs of the service

1. Conduct quality and compliance audits across services against the Supported Accommodation Quality Standards in line with regulatory and organisational requirements, policies and procedures, incorporating appropriate challenge
2. Record, analyse and report findings from audits and quality reviews to the Senior Management team including any key risks and provide assurance on how these risks are managed. Raise any concerns that might compromise a young person's or service user's safety and wellbeing immediately.

3. Produce SMART action plans in line with audit and review findings to support continuous improvement across the Supported Accommodation services.
4. Support live inspections, working closely with Zonal Managers, support teams, Registered Service Managers and the Registered Provider to respond rapidly and effectively to information requests, auditing and reporting as required.
5. Provide temporary cover for Managers as and when required by the Service in accordance with the relevant job description.
6. Support the Service Manager and Registered Provider with referrals, and discussions with professionals, to complete impact risk assessments and ensure that appropriate placement matching takes place.
7. Behave in a professional manner at all times, adhering to policies and procedures and demonstrating sensitivity, dignity and respect towards children, young people, support teams and other professionals.
8. 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.
9. Take a proactive and solution-focused, service-wide culture for maintaining the material appearance of the settings, supporting Managers to address and resolve any issues that undermine the creation and maintenance of an environment that is clean, warm, homely and inviting.
10. Support and encourage Managers to develop and maintain a warm, caring / supportive, and nurturing environment within their settings.
11. Work at any Restorative establishment, or designated workplace, according to direction from the Registered Service Manager.
12. Utilise your own vehicle (car driver) as required to fulfil the requirements of this role.
13. Undertake any such other tasks, as may be deemed appropriate to the post and the remit of the service, to support the provision of Restorative SCS' excellent standards of care / support.

Develop effective quality assurance processes that align with Ofsted frameworks: to monitor practice and performance; to promote consistency; and excellent outcomes for young people

1. Design and implement a robust quality assurance framework tailored to the needs and desired outcomes of young people and the needs of RSC Supported Accommodation Services
2. Undertake audits of practice including any notifications of significant incidents to identify key themes relating to the needs of young people; and impact of staff performance, including 'what works'; and make recommendations for improvement
3. Promote and share best practice across RSC Supported Accommodation Services
4. Evaluate the impact of any changes to policy, procedure or practice

Support, develop and performance manage Managers and Staff through induction, training, coaching, supervision and performance reviews

1. Identify training and learning needs arising from quality assurance activity and inspection
2. Advise on the development of related materials and contribute to team meetings, briefings, workshops and staff training
3. Support Managers and staff to understand key themes relating to young people and staff performance
4. Assist Managers and staff to implement policy and any changes to practice
5. Support Managers and staff, where reasonably practicable, with statutory and informal quality monitoring visits and inspections
6. Take a supporting role in the induction of new Managers to the service

7. Promote a positive and pragmatic approach that reflects the intervention elements of Restorative's Model of Care / Support to achieve excellence in professional practice

8. Champion the creation and delivery of a cultural / events calendar for each setting to promote diversity and inclusion; and broaden the knowledge and experiences of young people and support staff

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 care team activity and quality of service provision.

Equality and Diversity

Restorative SCS requires a commitment from all employees 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 SCS has and operates a culture of awareness policy, as such all care and support teams are also subject to thorough reference checks.

Person Specification Supported Accommodation Quality, Development & Compliance

<u>Area</u>	<u>Essential</u>	<u>Desirable</u>	<u>Where assessed</u>
Attitude	<ul style="list-style-type: none"> - Good leadership and management skills - a positive role model - Genuine commitment to the welfare of looked after children - Commitment to anti-oppressive practice - Honesty, tolerance, trustworthy, patience, flexibility - Interest in the development of other workers - Embedded understanding of the complex nature of the services users we support, reflecting this through resilient practice on a day-to-day basis 		<p>Application form</p> <p>Interview</p>
Education and qualifications	<ul style="list-style-type: none"> - Level 5 Diploma in Leadership and Management or equivalent qualification. If not in place, must be completed within 18 months of post commencing - Hold a full UK Driving Licence 	<ul style="list-style-type: none"> - Dip SW, NVQ Level IV or equivalent, NVQ Assessors Award - Health & Safety Training 	<p>Application form</p> <p>Interview</p>
Knowledge and understanding	<ul style="list-style-type: none"> - Knowledge and understanding of the Children Act 1989/2004 - Leaving Care Act 2000 - A sound knowledge and understanding of areas relating to safeguarding - Knowledge of Ofsted inspection framework - Knowledge of The Supported Accommodation (England) Regulations 2023 - The Children Homes (England) Regulations 2015 - Knowledge of child development - Working Together to Safeguard Children 2018 - Knowledge of child development 		<p>Application form</p> <p>Interview</p> <p>Written exercise</p>

	<ul style="list-style-type: none"> - Knowledge of adverse childhood experiences and the different ways these can manifest in behaviours and needs - Direct work with families - Knowledge of regulatory procedures - Knowledge of multi-disciplinary approach to meeting clinical, physical and emotional needs 		
Experience	<ul style="list-style-type: none"> - Management experience - Supervisory experience - Managing and dealing with referrals at a commissioning level 	<ul style="list-style-type: none"> - Experience of working in alternative settings - Previous experience of being a Service Manager 	<p>Application form</p> <p>Interview</p>
Skills and abilities	<ul style="list-style-type: none"> - Motivational and ability to motivate - Flexibility to respond to the needs of the setting and young people - Excellent report writing and organisational skills - Excellent IT skills - Excellent communication and interpersonal skills - Proven experience and understanding of quality assurance and improvement process within social care - Ability to lead and manage in completion of quality assurance, audits, detailed action plans to support any Ofsted requirements or recommendations - Effectively manage budgets - Experience of facilitating workshops and developing practice guidance - Strong communication, report writing and analytical skills 		<p>Application form</p> <p>Interview</p>
Professional development	<ul style="list-style-type: none"> - Committed to professional development and learning opportunities - Be able to induct, develop and appraise support workers and other team members within the service 	<ul style="list-style-type: none"> - To support with training and continued development within the organisation 	<p>Application form</p> <p>Interview</p>