

Job Description

Job title: Residential Service Manager

Scale: Salary, £57,000 - £62,000

Hours: 37.5 hours per week, Monday to Friday 9am – 5pm

Overall purpose:

To lead and manage Restorative Social Care Services' management teams for the Residential Care Service.

The Service Manager will be responsible for leading on quality assurance for Restorative SCS' Residential Care Service, including case auditing; evaluating the quality and impact of practice for children and young people; and developing related policy and practice guidance. They will also provide monitoring and oversight of the continuous service improvement plan and support the management teams to drive even better service delivery.

Responsible for the overall performance of the Residential Care Service, the Service Manager/Responsible Individual will support Human Resources with recruitment and retention of manager/s and care team/s. They will ensure that, as integral to our standards of excellence in social care at Restorative SCS, that children's rights are promoted, children and young people's voices heard, and children and young people's involvement is central to the day-to-day arrangements of their home.

Responsible To: Director/s & Head of Care

Reports to: Head of Care

Main responsibilities of the role:

Management of Care / Support Responsibilities – Our Ethos

1. Provide effective leadership to ensure high-quality, young-person-centred services that are safe and effective, while developing, monitoring, and evaluating the quality of practice, as identified through the quality assurance and Ofsted Frameworks for practice.
2. Be registered as the Responsible Individual in Residential Care for Restorative Social Care Services when required for a number of homes.
3. Undertake recorded audits of the homes' records and report findings to the homes' managers, and operations director in a timely way, providing appropriate challenge regarding practice to drive improvements.
4. Support live inspections, working closely with homes' managers and care teams to respond rapidly and effectively to information requests, and auditing and reporting as required.
5. Lead on developing and monitoring action plans for improvement following inspection, in collaboration with the homes' managers and Operations Director.

6. Support the management teams of the homes, to ensure all policy and procedures are followed in relation to safeguarding and the required recording and reporting procedures are followed in line with the Childrens Homes Regulations (England) 2015.
7. Support the homes' managers with referrals and discussions with professionals, to ensure impact risk assessments are completed and appropriate placement matching takes place.
8. Ensure each member of the team you lead is aware of and understands their job description, role and responsibilities.
9. Create a positive culture where each member of your team is encouraged and supported to meet the expectations and responsibilities within their job descriptions.
10. 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; and strengths-focused approaches.
11. 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.
12. Support the management teams of the homes 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.
13. Support the management 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, via focused and planned interventions.
14. Develop and facilitate a 'Culture of Awareness' in the home you manage whereby any concerns that might compromise a child's, young person's or service user's safety and wellbeing are reported immediately.
15. Promote and develop a culture within the team you lead that shows resilience and a calm approach when facing challenging and complex behaviours presented by children, young people and other service users.
16. Support the management teams and care teams of the homes you lead to take a positive and solution-focused approach to challenging and complex behaviours presented by 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.
17. Develop the knowledge and skills within your team, implementing appropriate de-escalation and positive handling strategies when dealing with challenging behaviour.

18. Maintain and develop, where required, a warm, caring, or supportive, and nurturing environment.
19. Support the management teams to ensure that, with support, key / lead workers promote and facilitate contact with the children's, young people's or other service users' families.
20. Support the management teams to 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.
21. Ensure that any specific additional needs of the children, young people and other service users – physical, emotional and medical - are addressed and promoted via support, in accordance with individual care plans / pathway plans / Restorative support plans.
22. 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.
23. Support the management teams to ensure they encourage age-appropriate participation with independence training that develops children's, young people's and other service users' skills and capabilities to live independently.
24. Ensure that, when children and young people are transitioning onto independence, the team are enabled and encouraged to work in partnership with relevant agencies, to ensure high levels of participation for each young person / adult to achieve their planned outcomes.
25. Supervise, support and hold to account the registered managers of the homes.
26. Attend the homes on a planned and unplanned basis, using a written report to evidence visit and consultation, with young people, staff and the registered manager.
27. Be available where needed to support the registered managers when Ofsted inspections occur and attend inspection feedback.
28. Support on a rota with the out of hours Managers on Call Service for Restorative Social Care Services Residential Services.
29. Direct support to and in the homes in the Registered/Homes Managers absence where required.
30. Participate actively in team meetings by attentively listening, observing, and contributing when necessary

Management of Recording

31. 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.
32. Ensure that all records are properly monitored and maintained in conjunction with organisational requirements and data protection.
33. 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.
34. Support the management teams of the homes to have oversight in monitoring and reviewing all records surrounding significant incidents, ensuring these are communicated to the Responsible Individual/s and director/s as well as other relevant professionals in line with policy and regulatory requirements.
35. Review, update and improve the homes' recording formats so that they are kept up to date and in line with current themes, policy and literature.
36. Provide quarterly summary reports of quality assurance to the Responsible Individual/s and director/s team on a monthly basis.

Management of Key Working / Independence Working

37. Support the management and care teams of the homes to ensure they keep up-to-date care planning and support records.
38. Ensure that a suitably qualified member/s of the team attends each CLA, Education and other meetings concerning any child or young person.
39. Ensure there is management oversight of monitoring qualification progress and a system in place for addressing any shortfalls.
40. Ensure the management teams you lead are aware of, and understand, each child's or young person's care and support plan and work towards meeting their identified needs on a daily basis.
41. Ensure the records created by the teams for which you have responsibility are properly monitored and maintained in conjunction with organisational requirements and data protection.
42. Support the management teams of the homes to attend planning reviews or meetings for the children, young people or service users you have responsibility for.

Personal Requirements/ Responsibilities Relevant to the Role

43. Behave in a professional manner and at all times with sensitivity, dignity and respect towards children, young people, care teams, other professionals and service users.

44. Ensure high standards of professional conduct at all times, adhering to and following relevant policies and procedures.
45. Work at any Restorative SCS establishment or designated workplace according to direction from your line manager.
46. Utilise your 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 individual care / support plans determine this is required.
47. Ensure all members of the team receive supervision in line with company policy and ensure any delegated supervision responsibilities are undertaken and monitored.
48. Take a proactive part in your teams' development and your own self-learning.
49. Ensuring training and development sessions are attended in accordance with each team member's Individual Development Plan (IDP) and mandatory training requirements.
50. Plan, facilitate and lead regular manager/s meetings or briefings, communicating any information the team need to carry out their duties effectively. Attend team meetings for the homes where it is felt required or at the request of the registered managers.
51. Ensure professional standards in line with individual and team performance plans.
52. Act as a role model / mentor and ensure every member of the team receives appropriate support, guidance and development within their role.
53. Support the management teams of the homes to ensure the effective induction of all new starters, taking a lead where required.
54. Support the management teams to ensure induction and probation processes for all posts are effectively managed and completed in line with identified timescales.
55. Contribute to the monitoring, evaluation and review of policies and procedures as appropriate.
56. Provide regular feedback to the Responsible Individual/s and director/s, assisting in the monitoring and development of care team performance, addressing practice issues where relevant.
57. Lead the coordination and delivery of regular team performance and service reviews.
58. 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.
59. 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.

Management of Finance and Budgets

60. Support the management teams of the homes, to ensure they have good management of each home's financial budget and have systematic quality assurance processes in place to prevent misappropriation or fraudulent activity.
61. Support the managers to develop and facilitate a culture where the team you lead seeks best value for the budget they have, to maximise opportunities and allowances for the home.
62. Support the management teams of the homes to ensure any financial responsibility is delegated appropriately.

Management of Cleaning and Maintenance

63. When visiting the homes, ensure they are clean, hygienic and tidy at all times and that any tasks / routines around cleaning and sanitising are followed.
64. Support the management teams and care teams of the homes to 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.
65. Support the management teams of the homes to 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.
66. 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

67. Ensure the health and safety of children, young people and others through regular monitoring of potential hazards and risks, and report these to the Operations Director. This includes consistently completing any identified health and safety checks within the settings.
68. Support the management teams of all homes to ensure the health and safety of all children, young people, other service users, care teams and visitors to the setting by conducting and responding to regular hazard and risk assessments.
69. Conduct and / or ensure risk assessments are carried out in respect to any activity undertaken by the young person, or care teams in relation to their duties.

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 care teams 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 teams are also subject to thorough reference checks.

Person Specification Service Manager

| Area | Essential | Desirable | Where assessed |
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| 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 service users we support, reflecting this through resilient practice on a day-to-day basis | | Application form Interview |
| Education and qualifications | <ul style="list-style-type: none">- Level 5 Diploma in Leadership and Management (or equivalent qualification)- Hold a full UK Driving Licence- Eligible to be an Ofsted Registered Responsible Individual/s if this was required | <ul style="list-style-type: none">- Dip SW, NVQ Level IV or equivalent, NVQ Assessors Award- Health & Safety Training | Application form Interview |

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| 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 - Ofsted inspections and knowledge of Ofsted Quality Standards 2015 - The Children Homes (England) Regulations 2015 - Social Care Common Inspection Framework 2023 - Knowledge of child development - Working Together to Safeguard Children 2018 - Knowledge of the issues young people have to deal with - Direct work with families - Knowledge of regulatory procedures - Multi-disciplinary approach to meeting clinical, physical and emotional needs | | Application form Interview Written exercise |
| Experience | <ul style="list-style-type: none"> - Management experience - Supervisory experience - Managing and dealing with referrals at a commissioning level -Understanding Role of the Responsible Individual -Developing and registering new services with Ofsted | <ul style="list-style-type: none"> - Experience of working in alternative settings - Previous experience of being a Responsible Individual or Service Manager | Application form Interview |
| Skills and abilities | <ul style="list-style-type: none"> - Motivational and ability to motivate - Flexibility to respond to the needs of the unit 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 residential care - Ability to lead and manage in completion of quality assurance, audits, detailed action plans to support any Ofsted requirements or recommendations | | Application form Interview |

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| | <ul style="list-style-type: none"> - Manage an effective budget - Experience of facilitating workshops and developing practice guidance - Strong communication, report writing and analytical skills | | |
| Professional development | <ul style="list-style-type: none"> - Committed to professional development and learning opportunities - Be able to induct, develop and appraise managers and other team members within the Residential Care Service | <ul style="list-style-type: none"> - Be able to support with training and continued development within the organisation | Application form Interview |