

## **Job Description**

**Job title:** Supported Accommodation Registered Service Manager

**Scale:** £49,000 - £53,000

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

**Overall purpose:**

To lead and manage teams of Zonal Manager, Assistant Manager and Support Workers within the respective Restorative SCS Supported Accommodation Services.

The Support Accommodation Service Manager will be responsible for leading on quality assurance for the settings within their zone of responsibility, which will include case auditing, and evaluating the quality and impact of practice for young people. Providing monitoring and oversight of continuous service improvement in line with the organisation's Workforce Development Plan, is also a key responsibility of the role, as is supporting teams of support workers to drive improvement in service delivery.

The Service Manager will also be responsible for the overall performance of the settings and the achievement of outcomes for the young people residing within them. They will have a role too in supporting Human Resources, Nominated Individual and their Head/s of Service, with the recruitment and retention of support workers. They will also ensure, as integral to our standards of excellence in social care at Restorative SCS, that young people's rights are promoted, their voices heard and their involvement central to the day-to-day arrangements of their home and support.

**Responsible To:** Nominated Individual/ Director (Head/s of Service)

**Reports to:** Nominated Individual & Quality, Development & Compliance Manager

**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. Undertake recorded audits of the setting's records and report findings to the Head/s of Service in a timely manner, providing appropriate challenge to drive improvements in practice.
3. Support live inspections, working closely with Head/s of Service, support teams and the Registered Provider to respond rapidly and effectively to information requests, auditing and reporting as required.
4. Lead on the development and monitoring of any improvement action plans following inspection, in collaboration with Head of Service and Nominated Individual and the Registered Provider.
5. Lead the supports teams within the homes, to ensure all policy and procedures are followed in relation to Safeguarding and that required recording and reporting procedures are followed in line with the Supported Accommodation Regulations (England) 2023.

6. Support the Head of Service and Registered Provider with referrals, and discussions with professionals, to complete impact risk assessments and ensure that appropriate placement matching takes place.
7. Ensure each member of the team you lead is aware of and understands their job description, role and responsibilities.
8. Create a positive culture where each member of your team is encouraged and supported to meet the expectations and responsibilities within their job descriptions.
9. 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.
10. Always put the needs of young people and service users first, creating a culture for the team you lead where young people are treated with dignity and respect, promoting the highest standards of care / support.
11. Lead the support worker teams of the settings to ensure they meet the support needs of young people, and service users, including the assisting and ensuring of good personal care and health care, as well as promoting educational and recreational activities.
12. Lead the support worker team, such that they proactively support young people's and 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.
13. Develop and facilitate a 'Culture of Awareness' in the settings you manage whereby any concerns that might compromise a young person's or service user's safety and wellbeing are reported immediately.
14. Promote and develop a culture in which the team you lead shows resilience and a calm approach when facing challenging and complex behaviours presented by young people and service users.
15. Foster a culture within the support team where a positive solution-focused approach is taken to address challenging and complex behaviours presented by young people and service users. And ensure that, where needed, support and guidance is sought from your line manager to ensure morale and motivation is maintained.
16. Lead on and develop the knowledge and skills needed within your team to implement appropriate de-escalation and positive handling strategies, when dealing with challenging behaviour.
17. Develop and create a warm, caring, supportive, and nurturing environment within the settings you have responsibility for.

18. Lead the team you are responsible for to ensure that Lead Workers promote and facilitate contact with the young people's or service users' families.
19. Lead the team you are responsible for to ensure Lead Workers take an active part in promoting the young people's and other service users' involvement in youth, leisure, social and recreational activities within the local area.
20. Ensure any specific additional needs of the young people and service users – which could be physical, emotional or medical - are addressed and promoted via support that's in accordance with individual Care Plans / Pathway Plans / Restorative's Support Plans.
21. Ensure young people's or services users' individual cultural needs are promoted and respected, and diversity is celebrated and supported through an inclusive approach.
22. Lead the support worker teams to ensure they encourage age-appropriate participation with independence training, to develop young people's and service users' skills and capabilities to live independently.
23. Ensure, when 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 their planned outcomes.

#### Management of Recording

24. Ensure relevant information concerning each young person or service user within your respective settings is accurately recorded, maintained, updated and communicated to the necessary professionals, in accordance with organisational policy and aims.
25. 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.
26. Lead a support worker staff team to have oversight in monitoring and reviewing all records surrounding significant incidents, ensuring these are communicated to the Head/s of Service, and Registered Provider as well as other relevant professionals, in line with policy and regulatory requirements (including Regulation 27 – notification of serious events).
27. Work with the Head/s of Service to update and improve the settings' recording formats in order to keep up to date and in line with current themes, policy and literature.
28. Provide summary reports of quality assurance to the Head/s of Service on a monthly basis.

#### Management of Key Working / Independence Working

29. Lead the support team within your settings to ensure they keep up to date with care planning and support records.
30. Ensure a suitably qualified member of the team attends each CLA, Education and other relevant meetings concerning any young person or service user.
31. Ensure there is management oversight of monitoring qualification progress and a system in place for addressing any shortfalls.
32. 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.
33. Ensure the records created by the team you have responsibility for are properly monitored and maintained, in line with organisational and data protection requirements.
34. Coordinate support workers to attend significant planning reviews or meetings for their lead young people, or other service users, they have responsibility for.

#### Personal Requirements/ Responsibilities Relevant to the Role

35. Behave in a professional manner and at all times with sensitivity, dignity and respect towards young people, support teams, other professionals and service users.
36. Ensure high standards of professional conduct at all times, adhering to and following relevant policies and procedures.
37. Work at any Restorative establishment, or designated workplace, according to direction from your line manager.
38. Utilise your own vehicle (car driver) to transport / support young people or service users to and from family contact, school, health appointments, diversionary activities, etc. where individual Care / Support Plans determine this is required.
39. Ensure all members of your team receive supervision in line with company policy and ensure any delegated supervision responsibilities are undertaken and monitored.
40. Take a proactive part in your team's development and your own self-learning.
41. Ensure training and development sessions are attended in accordance with each team member's Individual Development Plans (IDPs) and mandatory training requirements.
42. Ensure oversight of employee progress towards formal qualifications, inclusive of a robust system to address any shortfalls.
43. Plan, facilitate and lead regular team meetings or briefings, communicating any information the team need to enable them to carry out their duties effectively.
44. Ensure professional standards, in line with individual and team performance plans.

45. Act as a role model and mentor, to ensure that every member of the team receives appropriate support, guidance and development within their role.
46. Ensure induction and probation processes for all posts are effectively managed and completed in line with identified timescales.
47. Contribute to the monitoring, evaluation and review of policies and procedures as appropriate.
48. Provide regular feedback to the Head/s of Service, assisting in the monitoring and development of the support team's performance, addressing practice issues where relevant.
49. Lead in the coordination and delivery of regular team performance and setting reviews.
50. 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.
51. 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

52. Effectively manage the setting's financial budget ensuring systematic quality assurance processes are in place to prevent misappropriation or fraudulent activity.
53. Develop and facilitate a culture where the team you lead seek best value for the budget they have, to maximise opportunities and allowances for the setting.
54. Ensure any financial responsibility is delegated appropriately.

#### Management of Cleaning and Maintenance

55. Ensure settings are clean, hygienic and tidy at all times and that any tasks / routines around cleaning and sanitisation are followed. This includes ensuring young people and 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, where necessary, undertake this cleaning on their behalf.
56. Ensure the accommodation for young people, or other service users, are always of a reasonable standard of living that doesn't suggest or present a neglectful environment.
57. Lead your team 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.
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 young people and others through regular monitoring of potential hazards and risks, reporting these to the Head of Service, Maintenance Manager and Registered Provider as necessary. This includes consistently completing any identified health and safety checks within the service.
60. Ensure the health and safety of all children, young people, other service users, support team 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 support team, in relation to their activities or 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 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 teams are also subject to thorough reference checks.

<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>- Level 5 Diploma in Leadership and Management or equivalent qualification. If not in place, must be completed within 18 months of post commencing</li> <li>- Hold a full UK Driving Licence</li> </ul>	<ul style="list-style-type: none"> <li>- Dip SW, NVQ Level IV or equivalent, NVQ Assessors Award</li> <li>- Health &amp; Safety Training</li> </ul>	<p>Application form</p> <p>Interview</p>
<b>Knowledge and understanding</b>	<ul style="list-style-type: none"> <li>- Knowledge and understanding of the Children Act 1989/2004</li> <li>- Leaving Care Act 2000</li> <li>- A sound knowledge and understanding of areas relating to safeguarding</li> <li>- Knowledge of Ofsted inspection framework</li> <li>- Knowledge of The Supported Accommodation (England) Regulations 2023</li> <li>- Working Together to Safeguard Children 2023</li> <li>- Knowledge of child development</li> <li>- Knowledge of adverse childhood experiences and the different ways these can manifest in behaviours and needs</li> <li>- Direct work with families</li> <li>- Knowledge of regulatory procedures</li> <li>- Knowledge of multi-disciplinary approach 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> <li>- Managing and dealing with referrals at a commissioning level</li> </ul>	<ul style="list-style-type: none"> <li>- Experience of working in alternative settings</li> <li>- Previous experience of being a Service Manager</li> </ul>	Application form Interview
<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 setting 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>- Proven experience and understanding of quality assurance and improvement process within social care</li> <li>- Ability to lead and manage in completion of quality assurance, audits, detailed action plans to support any Ofsted requirements or recommendations</li> <li>- Effectively manage budgets</li> <li>- Experience of facilitating workshops and developing practice guidance</li> <li>- Strong communication, report writing and analytical skills</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 support workers and other team members within the service</li> </ul>	<ul style="list-style-type: none"> <li>- To support with training and continued development within the organisation</li> </ul>	Application form Interview