

Job Description

Job title	Registered Manager
Directorate	PEOPLE : Children and Adults
Division	Eden House
Range	MPR 7
Reports to	Responsible Individual

Main purpose of the job:

To lead the whole staff team in delivering high quality residential care and support for children.

To achieve best outcomes for children whilst ensuring regulatory compliance with the Children's Homes Regulations 2015 and embedding the SCCIF (Social Care Common Inspection Framework).

Overall responsibility for the implementation of all relevant legislation (i.e., Children Act 1989, Health and Safety Act 1974, OFSTED Children's Regulation's and Quality Standards Children's Homes), organisational policies and procedures as well as other available 'good practice' guidance, and to ensure that these are understood and adhered to by staff.

To be responsible and accountable for the homes Statement of Purpose and that it remains appropriate to the needs of the children, ensuring it is reviewed regularly and remains relevant and current.

Embed a culture of high aspirations and ambitions for the children within the home, where children are central to the decision-making process and where their views are encouraged, and their wishes and feelings always considered.

Create an environment where children can share their experiences, reflecting on how their experiences have influenced and affected them. Where children can safely express themselves whilst being assured that they will continue to be cared for and loved.

Have overall responsibility of the care and maintenance of the buildings and grounds, and the monitoring and control of the delegated budgets.

Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours..

Accountabilities and outcomes:

Manage the home to the highest professional standards, actively promoting the homes ethos and ensuring the services it provides is understood, well known and respected.

Provide overall leadership to the staff team, modelling high standards of professionalism and ensuring all staff are adequately trained to carry out their duties safely and effectively, and that they receive appropriate guidance and supervision.

Maintain effective communication across the service, ensuring relevant information and best practice is shared in a timely manner.

To have an oversight of the delivery of high-quality care delivered within the home, which meets the inspection criteria as set out in the regulatory framework.

Manage the budget for the home within the agreed limits ensuring resources are used efficiently and any remedial action is taken where necessary to avoid overspend.

To promote good relationships with the local community and, where appropriate, take remedial action to resolve difficulties. To maintain and develop effective working relationships with other professionals within the Authority and promote inter-agency collaborative working with other services to provide an integrated and follow through response to young people's needs.

To ensure that medication procedures are in place, understood and complied with by all staff, ensuring relevant risk assessments are maintained and that OFSTED regulations are complied with.

Initiate and develop processes for reviewing monitoring, auditing and quality assurance interventions within the home in order to ensure they are compliant with regulatory requirements.

Establish excellent working relationships with professionals with a common interest in the child to ensure that all needs are met.

Identify and deliver areas of improvement and expansion of services, developing innovative ways of involving children in the running of the home and encouraging the children to express their wishes, views, ideas, and suggestions.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity,

fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident

Accountabilities to Children and Young People

The children and young people of Medway have said the following qualities are really important to them:

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.
- Be contactable.
- Understand me.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'.

Organisation:

This role reports to the Responsible Individual

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at Eden House, although they may be expected to work at any location across Medway.

To participate in occasional evenings and weekends and to participate in the on-call system.

This post is exempt under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be subject to an Enhanced Disclosure application to the Disclosure and Barring service (DBS)

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Level 5 Diploma in Leadership and Management for Residential Childcare or equivalent as recognised by Children's Homes Regulations 2015 or willingness to undertake and complete within 18 months.
- Registered with Ofsted as the Registered Manager as specified in the Children's Homes Regulations and fulfil and met the obligations set out in Ofsted's quality standards.
- NVQ Level 3 / Level 3 Diploma in Residential Childcare or equivalent qualification
- Education to GCSE Level 5 or equivalent in English and Maths
- A willingness to work towards all mandatory training.
- A willingness to undertake Playfulness, acceptance, curiosity, and empathy (PACE)
- A willingness to undertake Team Teach training.

Level B (in addition to A)

- Level 5 Diploma in Leadership and Management for Residential Childcare or equivalent as recognised by Children's Homes Regulations 2015
- Completion of Medway Manager training.
- Completion of all Mandatory training including PACE and Team Teach

Level C (in addition to A and B)

- Evidence of ongoing professional development.

Knowledge

Level A

- Comprehensive understanding and knowledge of the Children's Homes Regulations 2015, Quality Standards, SCCIF and the Framework for Inspection of Children's Homes and what is required to meet or exceed the Ofsted requirements.
- Comprehensive and evidential knowledge of the theory and research that underpins work with children and a detailed understanding of the issues that affect children including trauma, attachment, mental health, child development and contextual safeguarding.
- Comprehensive knowledge and understanding of Autistic Spectrum Disorders and displayed behaviours, learning difficulties and complex health needs, e.g. adolescent development, child development, mental health, diabetes, PEG feeding, epilepsy, asthma.
- A good understanding of the standards required for the monitoring, safe storage and administration of medication.
- Assessor trained in medication.
- A detailed understanding of the PACE model of care.

- Developed knowledge of assessment and care planning to meet the identified needs of children.
- An awareness of Signs of Safety.

Level B (in addition to A)

- Comprehensive knowledge and understanding of issues faced by families with disabled children.
- Comprehensive knowledge of safeguarding policies and procedures, including understanding reporting process and signs and symptoms of abuse.
- An understanding of the Council's complaints procedure.
- Comprehensive knowledge of the medication procedures.
- An understanding of Signs of Safety and its application.
- An understanding of Medway Council's financial procedures and regulations.
- Up to date knowledge and understanding of changes to legislation and practices across the residential sector.
- A good understanding of quality assurance processes and systems.
- A good understanding of the responsibilities of the Responsible Individual.
- A good understanding of Regulation 44 visitor role.
- A good working knowledge of Health and Safety provisions and the processes for managing risk.

Level C (in addition to A and B)

- Detailed understanding of the relevant legislation in particular the Children Act 1989 (amended 2004) and best practice relating to looked after children.
- Detailed knowledge and understanding of the range of organisations and individuals working with children and young people, their roles and responsibilities, and how to effectively work with them.

Experience

Level A

- Substantial experience of direct working with children, young people with disabilities and their families
- Substantial level of managerial experience within a children's residential care setting.
- Experienced in managing adequate staff levels, shift management and working time regulations.
- Demonstrable experience and understanding of trauma informed care.
- Experienced in developing partnership working with other professionals, liaising with other service providers and outside partner agencies including Ofsted and Regulation 44 Visiting Service.
- Experience of effective financial management and forecasting within a limited budget and of contributing to wider financial decisions impacting on the service.
- Demonstrable experience of reviewing incidents and applying a Signs of Safety approach, taking actions where appropriate.
- Experience in leading multi agency meetings.
- Experience in undertaking recruitment and selection using safer recruitment guidance.

Level B (in addition to A)

- Experienced in contributing to quality assurance processes.
- Significant experience of dealing with a diverse range of complex situations while prioritising the well-being of children.
- Demonstrable experience in responding to complaints and FOI requests in a timely manner.
- Experience of working within internal policies and procedures and statutory responsibilities.

Level C (in addition to A and B)

- Satisfactorily completed 36 months as a Registered Manager with Medway Council.
- Experience of managing care planning practice in children's homes.
- Experience of supporting RI in managing Ofsted inspections.
- Experienced in providing advice and guidance on established internal policy and/or external regulations/legislation.
- Experienced in reviewing and contributing to the development of policies and supporting procedures

Skills

Level A

- Proficient in the use of Microsoft Word, Excel and Outlook and willingness to learn other council packages as required.
- Full, clean driving licence for use in the UK.
- Ability to lead, motivate and encourage other employees providing direction, monitoring progress and empowering employees to achieve objectives.
- Able to deal effectively with emergency situations.
- Can analyse and interpret complex information and situations. Develop solution and plans for the medium term. Adopts an imaginative and innovative approach.
- Uses highly developed communication skills to present complex / sensitive information in an understandable way, to a range of audiences with an awareness of alternative forms of communications for children and young people with disabilities.
- Works independently within defined procedures, and can work outside of procedures, making decisions without referring to manager where necessary.
- Ability to develop positive relationships with children and young people and their families, team members and other relevant professionals.
- Appropriately manage children and young people's challenging behaviour, in accordance with ethos and training.
- Ability to actively participate in meetings relevant to the children and young people and the service.
- Ability to undertake a range of written and numerical tasks, e.g. accurately recording information, writing reports, compiling risk assessments, incident and accident reporting.
- Ability to appreciate and respond to the diverse, ethnic, cultural, and spiritual needs of the children.

Level B (in addition to A)

- Able to demonstrate good leadership and decision making skills, including supervision.
- Provide training around specific health conditions such as diabetes, PEG feeding, epilepsy, asthma.

- Promote within the service knowledge and understanding of issues for disabled children and their families.
- Able to maintain professional boundaries and to ensure staff do likewise.
- Able to demonstrate resilience in challenging situations.

Level C (in addition to A and B)

- Demonstrated commitment to improving outcomes for children and young people in care of the local authority.