

Title Unit Leader	Department CFCS	Post Ref.
<p>Job Purpose</p> <p>To work to identify opportunities for improvements and the achievement and maintenance of high standards of quality and efficiency in the services provided by the Nottinghamshire County Council and the Childrens Families and Cultural Services Department.</p> <p>To contribute to the development of staff, individually and collectively, to meet both job requirements and the planned business requirements of the Department through participation in, and contribution to, formal and informal staff development and training processes.</p> <p>To manage resources and to participate in business planning, performance review, inter and intra departmental working parties and processes geared to contribute to strategic and departmental objectives and ensure the efficient and cost effective use of resources</p>		
<p>Key Responsibilities</p> <ol style="list-style-type: none"> 1. The post holder will assist the Management Team in ensuring that the Authority's secure home provides a high level of service in accordance with national, departmental and establishment policies and procedures. 2. To deputise for the Deputy Manager in their absence. 3. To ensure that the Manager and Senior Managers in the Department are informed of significant matters arising regarding staff, the building or the young people. 4. To represent the home in national, departmental and other contexts as delegated. 5. To contribute to the corporate management of child care, intervention services, education, health, safeguarding and security of the unit. 6. To ensure the Home maintains standards required under section 23 (1) of Care Standards Act 2000, Childrens Homes Regulations 2015 and is Ofsted compliant. 7. To ensure confidentiality of information in respect of records maintained and tasks undertaken within County Council Policy and relevant legislation. 	<p>Key Accountabilities</p> <ol style="list-style-type: none"> 26. To develop effective strategies for staff to manage challenging behaviour and develop and implement appropriate training. 27. To keep others informed of current and relevant legislation, practice issues and developments both locally and nationally. 28. To market customer care satisfaction and ensure best value targets are met. 29. To provide leadership in relation to appropriate and professional behaviour. 30. Manage the use of financial resources. 31. To identify care management tasks and liaise with other agencies and service providers to ensure effective care and sentence plans. 32. To recruit, select, induct, train and supervise staff. 33. To develop effective, creative and enforceable care contracts. 34. To prioritise short term demands and needs. 	

<ul style="list-style-type: none"> 8. To develop, implement and maintain knowledge of processes of relevant legislation, policy, procedures and other formal processes and keep others informed. 9. To manage a range a personnel processes including absence management, disciplinary, annual leave and rotas. 10. To ensure that care is provided within an environment that positively integrates race, gender, disability and sexual orientation. 11. To prepare and present reports and other information in a timely manner. 12. To assist in the management of a multi-cultural and multi-racial workforce. 13. To assist with the identification of care management tasks 14. To communicate effectively and positively with young people, their families, staff and other disciplines 15. To establish effective relationships with neighbours of the home and the wider community 16. In accordance with relevant legislation take reasonable care of your health, safety and welfare and that of other persons and premises affected by your work or for which you are responsible 17. To have a working knowledge and understanding of child development. 18. To develop effective strategies for managing challenging behaviour. 19. To negotiate, implement and monitor child care planning 20. To have a working knowledge of safeguarding procedures and of safe care issues in a residential setting. 21. To identify stress in self and others and devise appropriate strategies for dealing with it 22. To ensure that young people receive a high standard of physical and emotional care. 23. To ensure that services are provided efficiently and effectively within Departmental policy and statutory requirements 24. To be committed to the philosophy and ethos of group living. 25. To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the Job Description in specific terms. 	<ul style="list-style-type: none"> 35. To ensure that reports and records that are produced by staff are well written, accurate and reflect the high professional standards of the centre. 36. To utilise and integrate information technology as part of the core management task. 37. To review and monitor the service in order to drive and manage change and development. 38. To maintain effective working relationships and thereby contribute to a working environment which is safe, considerate and supportive to all. 39. You will be expected to demonstrate commitment to and comply with the specific requirements and the spirit of the County Council Equal Opportunities Policy. 40. To seek, evaluate and organise management information and participate in decision making and problem solving processes. 41. Sets a personally high standard of customer service as an example to staff. 42. Takes prompt action to maintain required levels of customer service. 43. Ensures that staff and resources are deployed as efficiently and effectively as possible in line with priorities and taking corrective action where appropriate. 44. Has a sound understanding of effective budget management techniques and can use these where required. 45. Encourages staff to develop ideas for increasing efficiency. 46. Sets a positive example by deploying resources efficiently. 47. Motivates and develops the team to be ambitious in achieving the highest possible performance and service levels in line with the service plan. 48. Ensures personal behaviour reflects the highest standards for the service. 49. Sets direction for the team, listening to views and acting on suggestions for improvement. 50. Builds positive relationships with customers, staff and colleagues through discussion and negotiation. Ensures that understanding is shared across the team, especially resolving ambiguity.
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Tier 7 – Experienced / Professional Staff

	<ul style="list-style-type: none"> 51. Establishes an open and transparent communication culture within the team. 52. Guides and supports staff to portray a professional image. 53. Thinks ahead to anticipate opportunities and issues. 54. Encourages staff to suggest ways to improve services and acts on these suggestions. 55. Maintains professional competence and knowledge of developments in their area of practice and within the Council. 56. Works proactively with staff to implement change. 57. Sets consistent and challenging team targets in line with service plans. 58. Steers the team towards key outcomes and monitors progress. 59. Sets high standards for quality; meeting commitments made and finishing work to a high standard. 60. Monitors staff performance and takes timely action to address performance issues. Sets personal development plans to support individual and team performance and service delivery. 61. Ensures that all customers and staff are treated with respect and consideration. 62. Ensures that corporate standards and policies are implemented and met. 63. Responds quickly and appropriately to any concerns around fair treatment however and wherever they arise. 64. Challenges inappropriate behaviour. 65. Identifies, assesses and manages risks in order to minimise the impact on service delivery. 66. Reports to the Registered Manager any risks issues arising from the operating environment outside of their control. 67. Strives to maintain a healthy and safe environment for customers and staff. 68. Sets a personal example to staff of safe working practices.
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

Person Specification	
<p>Education and Knowledge</p> <ol style="list-style-type: none"> 1. The post holder will hold a recognised professional qualification (such as social, youth justice or youth work NVQ or Diploma in Residential Childcare Level 4, have attained, or are working towards Diploma 5 Leadership and Management) 2. Must be able to evidence regular training experiences. 3. Must have a grasp of relevant legislation to this services area. 4. Must have a clear understanding and knowledge of safeguarding policies and procedures, particularly in relation to group living. 	<p>Personal skills and general competencies</p> <ol style="list-style-type: none"> 5. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff. 6. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers. 7. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available. 8. Ability to meet agreed objectives and delivery targets by the effective use of resources. 9. Must be able to demonstrate excellent verbal and written skills. 10. Must be able to work as part of a team (both management and staff) and on own initiative. 11. Must be able to identify stress in self and others and devise appropriate strategies for dealing with it. 12. Must have a commitment to equality policies. 13. Has the ability to be honest and objective in their own personal performance. 14. Must be an effective communicator with children, young people, their families and other stakeholders. 15. Must have a commitment to the ethos and philosophy of the home. 16. Must be able to work unsociable hours including bank holidays, evenings and weekends as per the homes rota
<p>Experience</p> <ol style="list-style-type: none"> 17. The post holder will be required to have had a minimum of 3 years management experience in a social care setting. 18. The post holder will have significant experience in working with service users who display challenging behaviour. 19. Must have experience of delivering formal supervision. 20. Must have experience of identifying developmental needs of staff 21. Must have experience of managing a budget. 22. Must be able to demonstrate experience of working in collaboration with other disciplines and agencies. 	
<p>Role Dimensions</p> <ol style="list-style-type: none"> 23. Responsible for the management and leadership of one of the Care teams and a house unit. 24. Responsible for a house unit budget. 25. Responsible for 22 staff. <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date

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