

<b>Title</b> <b>Registered Manager</b>	<b>Department</b> <b>Children and Families</b>	<b>Post Ref.</b>
<p><b>Job Purpose</b></p> <p>To manage and lead a team of Assistant Care Managers and others employees within a regulated residential service for young people within our Children's Disability Service, in line with the service plan and associated standards within the Children's and Families Department and within the Quality Care Standards &amp; Regulations 2015.</p>		
<p><b>Key Responsibilities</b></p> <ol style="list-style-type: none"> <li>1. Personally and through team members to deliver the targets set down in the service and team plans.</li> <li>2. To resolve any service delivery issues within available resources.</li> <li>3. To improve the performance of staff under his/her line management by maintaining communication with staff and providing the appropriate support and guidance.</li> <li>4. To improve customer satisfaction levels for his/her service.</li> <li>5. To act as a professional exemplar always in carrying out the above duties with a "can do" attitude.</li> <li>6. To deploy and manage assigned budgets and to take corrective action where appropriate in liaison with the Service Manager.</li> <li>7. To build positive relationships with other staff, parents, carers, colleagues and other professionals.</li> <li>8. To inform the Service Manager of any changes in the operational environment including customer satisfaction issues.</li> <li>9. To ensure that they and their team meet the requirements of the Children's Homes Regulations &amp; Standards 2015.</li> <li>10. To provide managerial cover to other residential care homes for prescribed periods of time as necessary and required.</li> </ol>	<p><b>Key Accountabilities</b></p> <ol style="list-style-type: none"> <li>1. Specified service targets within agreed resources</li> <li>2. Effective supervision of staff to secure high levels of performance</li> <li>3. Effective management and deployment of an identified budget</li> <li>4. Alert the Service Manager of issues that could affect performance</li> <li>5. To represent the service within and outside the department and to participate in management processes and other forums. This will include ensuring the Employee Performance review policy is followed, business plans are produced and reviewed. Information requested to further develop the service in a local and strategic way is provided in a timely manner.</li> <li>6. To act immediately on any issues of safeguarding following Policies and Procedures.</li> <li>7. To ensure that staff and resources are deployed as efficiently and effectively as possible in line with identified priorities, taking corrective action where appropriate.</li> </ol>	

11. To be a member of departmental panels and carry out investigations, as required. 12. To manage and contribute to the complaints and representations procedures. There may be cases where at the discretion of the Service manager, there is a requirement to investigate a complaint within another home setting. 13. To ensure there is an on-call system for managers and to participate as and when required.	8. To ensure compliance of the home with all relevant Health and Safety legislation, GDPR 2018 etc.
<b>The post holder will perform any duty or task that is appropriate for the role described</b>	

<b>Person Specification</b>	
<p><b>Education and Knowledge</b></p> <ol style="list-style-type: none"> <li>Must hold either: CSS, CQSW, DipSW, BA/SW or NVQ Social Care level 4 <b>and</b> NVQ 4 in Management or Level 5 Diploma in Leadership for H&amp;SC and CYP.</li> <li>Evidence of continuous professional development.</li> <li>Knowledge and understanding of the main issues affecting the service area.</li> <li>Must have a sound working knowledge of the Children's Home Regulations and the Quality Regulations &amp; Standards 2015. Knowledge of the principles and practice of: <ol style="list-style-type: none"> <li>effective people management;</li> <li>excellent customer service;</li> <li>appropriate risk management;</li> <li>budget management (where budgetary responsibility is devolved to the Registered manager)</li> </ol> </li> <li>Evidence of a comprehensive understanding of child development.</li> <li>Has a clear understanding and knowledge of safeguarding policies and procedures.</li> <li>Must have a clear understanding of children with disabilities and how this impacts on them and their families.</li> <li>Must understand about person centred planning and can assess the progress of the individual plans of the children and young</li> </ol>	<p><b>Personal skills and general competencies</b></p> <ol style="list-style-type: none"> <li>Can demonstrate the abilities to lead the team toward key outcomes, able to provide a positive example by working efficiently, thinking about and acting to anticipate opportunities and deal with emerging issues.</li> <li>Able to empower staff to develop ideas for increasing efficiency, managing the team to be ambitious but realistic in achieving the highest possible performance levels.</li> <li>Ability to identify issues that could impact on service delivery and develop several options to mitigate these issues</li> <li>Able to ensure that staff are deployed as efficiently and effectively as possible, in line with customers' needs, changing priorities, national changes and performance levels.</li> </ol>

<p>people and be able to devise intervention strategies to assist in the development of such plans.</p>	
<p><b>Experience</b></p> <p>14. Minimum 5 years' experience within the service area</p> <p>15. Experience of planning and organising team work or co-ordinating complex activities</p> <p>16. Experience of working with and managing challenging behaviour(s).</p> <p>17. Must have a minimum of two years' experience of working with children or adults with physical and/or learning disabilities.</p> <p>18. Must have experience of receiving and delivering formal supervision and developing the staff team.</p>	
<p><b>Role Dimensions</b></p> <ol style="list-style-type: none"> <li>1. To be responsible for the day to day running of the home in line with Departmental Policies and Procedures and the Children's Homes Regulations and Quality Standards &amp; Regulations 2015.</li> <li>2. To strategically lead on ALL safeguarding matters and carry out the designated safeguarding Officer role within the centre.</li> <li>3. To effectively manage budgets and report to the Service Manager Residential any issues in a timely manner.</li> <li>4. Responsibility for all staff and an overall budget in the region of 1.2 million.</li> <li>5. Ability to exercise effective leadership of the homes staff and operation, such that the home is organised, managed and staffed in a manner that delivers the best possible service.</li> </ol> <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date 8<sup>th</sup> March 2019