



**House Unit Manager,  
Residential, Band 8a**  
Candidate Briefing Pack





Dear Candidate

Thank you for your interest in becoming a House Unit Manager for the residential services at The Children's Trust.

The Children's Trust is the UK's leading charity for children with brain injury. We are unique, with an international reputation for the work we undertake to improve the lives of the children and families with whom we work.

We provide information and support to thousands of children with brain injury and their families annually, through education, care, therapy, and research. We provide expertise and experience in meeting the needs of children and young people with acquired brain injury, neuro-disabilities, and complex health needs.

As a House Unit Manager, you will report to the Registered Manager. Your role will be to you will be accountable, alongside a clinical lead, for leading and managing a team of nursing and care staff to ensure the delivery of high-quality care to children and young people.

You will be a natural and enthusiastic leader, able to support a high-performing team.

This is a chance for an outstanding candidate to make a significant and lasting difference to the lives of thousands of children and families.

Kind regards

**Bethan Eaton-Haskins, MBE**  
**Director of Nursing and Quality**



## The Charity

The Children's Trust is the UK's leading charity for children with brain injury and neurodisability.

The charity provides rehabilitation, medical care, special education, community services and expert information.

Our key services are:

- Rehabilitation for children with Acquired Brain Injury (ABI)
- A non-maintained special school, with associated residential houses for children with complex education, health, therapy, and care needs
- Online information and support via our Bumps Happen hub and publications.

Our residential services based at our national specialist centre in Tadworth, Surrey, work in partnership with the NHS and local authorities to provide a step-down pathway of care between hospital and home. The centre is entirely child and family focused to ensure that their needs are appropriately supported.

In the community, we provide clinical support to complement local services and give children and young people with ABI the best chance of succeeding at home and in school.

We are the only paediatric centre with a national specialised commissioning contract (through NHS England) to provide brain injury rehabilitation for children with severe brain injury. Our other services are funded through local health commissioners (such as clinical commissioning groups), social care and education authorities,

together with the millions raised through voluntary fundraising.

Thanks to the generosity of The Children's Trust's supporters, our 24-acre Tadworth site features a modern hydrotherapy pool, accommodation for parents, specially adapted equipment, a nature trail, and soft play areas.

We run a non-maintained special school for children with complex education, health, therapy, and care needs with associated residential houses. The Children's Trust School supports children and young people from 2 - 19 years old and is dual-registered with the Care Quality Commission (the school residential houses) and Ofsted Education.

The Children's Trust is a charitable organisation with approximately 500 committed staff and over 1,000 volunteers with a range of expertise across nursing and care, education, therapy, retail, operations, and centralised support functions such as finance, HR, fundraising and communications.





## Description

<b>Job Title</b>	House Unit Manager, Residential
<b>Reports to</b>	Head of Nursing and Quality
<b>Direct reports</b>	Deputy House Manager/Deputy Clinical Lead, House Coordinator
<b>Level</b>	Band 8A
<b>Location</b>	Tadworth, Surrey
<b>Salary</b>	£61,531 - £68,623 per annum (dependent on experience and inclusive of outer London weighting)
<b>Hours of Work</b>	37.5hrs per week
<b>Working Pattern</b>	The role requires flexibility in terms of hours of work, including the ability to work early and late and occasional weekend days to supervise the nursing and care services.
<b>DBS</b>	Enhanced with Children's & Adult's Barred List

## Job Purpose

As the House Unit Manager for Residential services, you will be accountable, alongside a team of Clinical Leads and Deputy House Managers, for leading and managing a team of nursing and care staff to ensure the delivery of high-quality care to children and young people.

You will be the lead professional responsible for coordinating the overall care and management of the children across a minimum of three Residential Houses and be the key contact for the family and multidisciplinary team. You will provide clinical and operational leadership across all the Residential Houses providing highly specialised advice to nursing teams and wider professional colleagues as well as be involved in the strategic development of the residential services.

In collaboration with the Placement Managers, you will ensure care is appropriately planned and resourced, and you will ensure care is delivered in a safe manner at all times.

You will be responsible for ensuring that the care in the Houses enables the children to access rehabilitation sessions, clinics, education and leisure activities as scheduled in their timetable.

You will work as part of a leadership team comprising of a House Unit Manager, 4 x Deputy House Managers / Deputy Clinical Leads and 4 x Clinical Leads.



## Duties and Responsibilities

### Clinical Skills and Responsibilities

- Participate in the clinical assessment of children referred to The Children's Trust and contribute to the Referral Screening Report.
- Leads and supervise the assessments, care planning and evaluation of children's care needs in collaboration with families, and take action to address any issues/complications, for all children resident in the Houses.
- Participate in the site manager out of hours rota.
- Provide an environment where children are supported to express themselves as individuals and are given an appropriate degree of freedom and choice in their day-to-day care arrangements, depending on their individual needs and the setting in which they are cared for.
- Set appropriate social goals for children, ensuring a full range of activities are available.
- Provide a high quality of direct care as evidenced by clinical audit, which places the child/young person and their families at the centre of all planning.
- Work with the Placement Manager to ensure effective discharge planning processes that incorporate the needs of the child and family, and are clearly understood by the multidisciplinary team, family, and funder.
- Ensures the safe custody and administration of medication and report any discrepancies.
- Demonstrate competence in the full set of clinical nursing skills required of the role, as outlined in the RN competency package.
- Work closely with the senior nursing team to embed the principles of clinical governance into practice and attend regular clinical governance meetings.
- Utilise evidence-based practice and research to inform care treatments that lead to the desired outcomes for children.
- Lead in the audit process for the Houses, propose changes based on clinical audit findings and assist in their positive implementation.
- Work in accordance with The Children's Trust policies and operating procedures.
- Undertake other or additional duties that are within your skills and abilities, as the organisation may reasonably require from time to time.

### Management of self and others

- Demonstrate the ability to lead a team in the assessment, planning, implementation, and evaluation of care for children and young people.
- Ensure appropriate staffing levels and skill mix daily which reflect the needs of the children and young people.



- Proactively monitor performance and development of the team and individuals, ensuring alignment with SMART objectives, outlined through these processes.
- Objectively evaluate staff performance and identify areas for improvement, addressing these in accordance with The Children's Trust Performance Management Policy.
- Identify the need for, and effectively manage the process of change, in line with local and Trust wide objectives.
- Demonstrate the ability to manage change processes positively and effectively.
- Participate in the annual budget setting process and manage financial resources within the allocated budget.
- Manage staff attendance and sickness absence in accordance with The Children's Trust Wellbeing and Attendance policy. Conduct return to work interviews and initiate management action if trigger points are met.
- Ensure effective and efficient use of the Bank system.
- Verify and countersign timesheets on the computerised rota system.
- Lead on the recruitment, selection, and retention of staff.
- Review staffing establishment and skill mix to ensure the needs of the children and unit are safely met.
- Ensure unit meetings and team days occur on a regular basis.
- Be responsible for the management of incidents within their designated area, ensuring that learning outcomes are developed and disseminated to the team and strategically via clinical governance meetings.
- Participate in the site managers on call rota.

### **Communication**

- Communicate effectively with children/young people (applying the principles of consistent communication).
- Facilitate effective communication with families and members of the multi-professional team.
- Recognise and address barriers to effective communication as appropriate.
- Maintain regular and effective communication with the senior nursing team.
- Maintain clear and concise documentation and care records in accordance with The Children's Trust Policy.
- Ensure confidentiality is maintained.
- Attend or chair regular meetings with the multi-professional team to discuss individual children/young people and general service matters, as required.
- Develop and promote relationships with both internal and external stake holders.
- Networks externally with other professionals, reflecting the TCT Promises.



## **Governance**

- Demonstrate a thorough understanding and working knowledge of regulatory compliance, including CQC, Ofsted Care and Education frameworks, children's home regulations, and Keeping Children Safe in Education (KCSIE).
- Oversee clinical governance within the House environments (own area).
- Attend clinical governance meetings and participate in the clinical governance process.
- Participate in the audit process.
- Participate in the development of policies and standard operating procedures, including writing and critical review.
- Identify, prioritise, and manage staff and resources effectively to ensure the quality of care is safe, maintained, and improved.
- Ensures that evidence based good practiced is implemented and that good practices is disseminated with other.
- Collaborate with the Named Nurse for Safeguarding and the Learning and Development Lead to ensure staff possess the knowledge, skills, and competence to recognise children and young people who may be at risk or subject to child protection and safeguarding issues, taking appropriate action to escalate accordingly.
- Contribute to Safeguarding supervision individually and collectively as required.
- Ensure health and safety are maintained in the clinical area by reporting any incidents or risks using the IRAR system and taking appropriate action when these are identified.
- Participate in the investigation process and ensure all reported incidents are followed up.
- Implement identified actions and ensure that these are embedded into practice.
- In collaboration with the Head of Care and the Registered Manager be accountable for the decisions to delegate patient care to nurses/children support assistants with the appropriate knowledge, scope of competence, skills, and experience, while providing necessary support, leadership, and supervision.
- Ensure that quality is maintained and look for areas of service development.
- In co-operation with Specialist Leads and Consultants, ensure that there is active management of the patient journey and their length of stay in designated areas of responsibility.

## **Professionalism**

- Maintain clear and identified professional boundaries at all times and uphold professionalism.
- Work as part of a House leadership team comprising of a House Manager, Deputy House Manager, Clinical Lead and House Coordinators, to ensure visible leadership.
- Line manages the Deputy House Manager and develop the role with a focus on staff development, career progression and succession planning.



- Act as a role model for other team members, disseminating skills as appropriate.
- If applicable, practice within the NMC Code and maintain personal responsibilities in relation to revalidation requirements.
- Collaborate with the Clinical Lead to identify training and development needs for yourself and others, including Children's Support Assistants and Student Nurses.
- Ensure an effective local induction for all new starters in the House environment.
- Provide clinical supervision and support to Registered Nurses, Care staff and Student Nurses within the team, alongside the Clinical Leads.
- Work with appropriate education, therapy, and medical leads to ensure the children resident in the House receive a holistic experience.
- Takes action and raises concerns.
- Adhere to the policies and procedures of The Children's Trust.
- Maintain professional boundaries and professionalism at all times.
- Committed to demonstrating the organisations values and behaviours at all times.

### **Health and Safety**

- Adheres to all Health and Safety guidelines, principles, and regulations to perform your role and comply with The Children's Trust policies and procedures.
- Provide evidence of all vaccinations (or medical exemption) required for the post.
- Adhere to manual handling procedures and complete mandatory manual handling training (you are expected to frequently manoeuvre children/young people as required, using identified moving and handling equipment).
- Undertake local audits and escalate any local risks on House.
- Co-operates with manager and colleagues on health and safety matters.
- Does not interfere with anything that is provided to safeguard health and safety.
- Complies with The Trust's Infection prevention and Control policy and procedures.
- Uses the incident reporting and risk assessment system (IRAR) to identify and report risks and incidents/actions if directed.
- Safely assess tasks prior to undertaking them.
- Promotes the health and safety of others.
- Uses the incident reporting and risk assessment system (IRAR), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.

### **Wellbeing and Emotional Resilience**

- Maintains a positive approach and outlook when dealing with change and overcoming challenges and problems.
- Recognises own limitations, develops realistic goals, and uses support network resource when or if necessary.

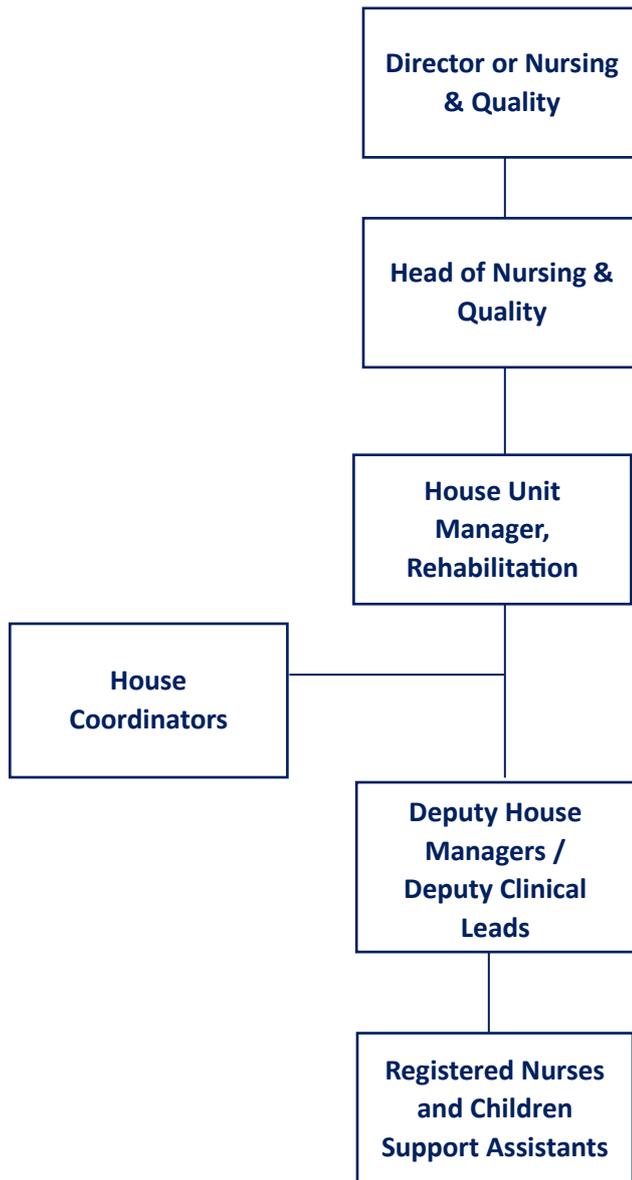


- Treats challenges and problems as a learning experience.
- Remains organised and focused when under pressure.
- Responds appropriately and effectively to all constructive feedback.
- Motivates self and other.

Whilst undertaking the duties of the substantively employed role, this post is required to participate in a senior rota cover on site and respond to clinical escalations only in addition to their role.



## Organisation and Structure





## Person Specification

Selection Criteria:		Essential / Desirable
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Mentorship Qualification.</li> <li>• Registered Nurse.</li> <li>• Post graduate qualification in relevant area.</li> </ul>	<b>Essential</b> <b>Essential</b> <b>Desirable</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum of 2 years' experience working directly with children who have complex health care needs and disability.</li> <li>• Minimum of 2 years working at a deputy position or equivalent leadership experience in a relevant health care setting.</li> <li>• Evidence of competence caring for children with complex health care needs and disability including experience working with children who have tracheostomies and who require ventilatory care.</li> <li>• Experience of working with children in a short break's environment.</li> </ul>	<b>All Essential</b>
<b>Skills, Abilities &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Evidence of experience using advanced communication skills to lead and manage working relationships.</li> <li>• Evidence of previously leading change.</li> <li>• Able to demonstrate a holistic approach to the care of children.</li> <li>• Understands and can document concise and accurate records.</li> <li>• Works within Professional Boundaries.</li> <li>• I.T. Skills: Proficient user of Microsoft Office, particularly Word and Excel.</li> <li>• Understanding of responsibilities, in line with safeguarding vulnerable children and their families.</li> </ul>	<b>All Essential</b>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Commitment to the vision and values of The Children's Trust.</li> <li>• Flexible and 'can do' attitude to competing commitments in workload.</li> <li>• Highly motivated and reliable.</li> <li>• Ability to cope working in a demanding environment.</li> <li>• Commitment to maintaining personal wellbeing and the wellbeing of colleagues.</li> </ul>	<b>All Essential</b>



## Safeguarding

The Children's Trust is committed to safeguarding and promoting the welfare of children and young people. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforce.

The Children's Trust has policies on safer recruitment, the recruitment of ex-offenders and criminal record checks. Please refer to the People Team for further information. It is an offence to apply for a role in regulated activity with children and young people if the applicant is barred from engaging in regulated activity relevant to children and vulnerable adults.

## Equity, Diversity & Inclusion

The Children's Trust is committed to achieving equity, diversity, and inclusion (EDI) across all levels of the organisation. For further information,

see: <https://www.thechildrenstrust.org.uk/about/statement-equity-diversity-inclusion>

To help us achieve our ambition to give children and young people with brain injury and neurodisability the opportunity to live the best life possible, we want to accurately reflect the UK's diverse population. We want equity, diversity, and inclusion to be at the heart of everything we do, and our people, services, and culture to reflect the diverse needs of all. Through our diversity and inclusion strategy, we have made a commitment to increase the diversity of our charity and create an inclusive culture. We have networks across the organisation working to ensure that these aims are met - including an LGBTQIA2S+ group, Ethnic

Diversity Group, and Spark – our broad EDI group. [Read more about our EDI work](#)

We welcome applications from all who share our ambition regardless of background. We will strive to ensure that any reasonable adjustments are made in respect of interview and working arrangements.

## Our Promises

Our Promises capture our strengths and aspirations. They guide the way we act, interact, and come together to achieve our goals. The journey we took to reach our Promises has been an important one. A highly collaborative and iterative process that has seen each word shaped by our people – our volunteers, employees, partners, trustees, and suppliers. Perhaps most importantly, at the core of this process are our children, young people, and their families. This journey has given us a critical opportunity to give children and young people a voice. As a result, our Promises have been genuinely enriched by them. That's because how we work and carry out our role is as important as what we do, and that's why as part of The Children's Trust, we all need to live by our five Promises.

