



# Placement Manager

## Candidate Briefing Pack





Dear Candidate

Thank you for your interest in becoming a Placement Manager 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 Placement Manager, you will report to the Senior Placement Manager. Your role will be to successfully manage children's placements across school and child and family services (neurorehabilitation/short breaks/community)(UK and international).

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,

A handwritten signature in cursive script that reads "Georgia Thorpe".

**Georgia Thorpe**  
**Head of Business Development & Commissioning**



## 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>	Placement Manager
<b>Reports to</b>	Senior Placement Manager
<b>Direct reports</b>	None
<b>Level</b>	Manager
<b>Probationary Period</b>	Five months - this is a regulatory requirement for all new employees of The Children's Trust.
<b>Location</b>	Tadworth, Surrey
<b>Salary</b>	£39,475 per annum
<b>Hours of Work</b>	37.5hrs per week
<b>Working Pattern</b>	Monday to Friday 08:30-16:30 / 09:00-17:00
<b>Hybrid Working</b>	The role requires the post holder to be on-site 4 days per week.
<b>DBS</b>	Enhanced with Children's Barred List
<b>Benefits</b>	Retention of NHS Pension is possible however as a charity organisation independent of the NHS, we do not follow Agenda for Change terms and conditions. Consequently, we are unable to take into account NHS incremental dates or continuous service for salary, annual leave, or related entitlements such as absence pay at the point of recruitment. We do offer a range of staff benefits, please see the staff benefits pack for more details.

## Job Purpose

The role of Placement Manager is key to the successful management of children's placements across school residential, neurorehabilitation and community rehabilitation services (UK and International), providing centralised administrative support during a child's placement, coordinating effective and timely communications between internal and external stakeholders from pre-admission through to discharge.

You will support the Senior Business Development & Commissioning Manager, as well as working closely with the wider multidisciplinary team. Externally, you will liaise with Families, Commissioners, Social Workers, local NHS teams and Embassies (International placements).



## Duties and Responsibilities

- Work in collaboration with the Senior Placement Managers and multidisciplinary team to manage the child's pathway from the time they are accepted for admission, through their care pathway and discharge.
- Work with Senior Placement Managers and Senior Business Development & Commissioning Manager to ensure the package and contract issued to funders is appropriate for the child's needs and is regularly reviewed to ensure the care needs.
- Work with multi-disciplinary teams across school and child and family services to ensure that all clinical and contractual requirements for the child are comprehensively managed.
- Escalate complex and unresolved issues for support to ensure a positive outcome.
- Ensure the parents/guardians, multidisciplinary team are aware pre-admission and throughout the admission of the arrangements for the admission, including length of stay and discharge plans.
- Take on the lead role for discharge coordination for children and young people accessing neurorehabilitation and step-down placements. Proactively plan discharges including liaison with multiagency teams required to take over care. Where appropriate, chairing discharge planning meetings.
- Work with the multi-disciplinary team at The Children's Trust and external stakeholders to lead transitions for young people preparing for adulthood, coordinating support for transition and discharge to adult provisions.
- Manage children's funding requests as they arise across services (such as specialist therapy equipment, medical interventions, extensions to placements) including securing funding with the relevant authority and inputting funding details onto internal systems to recharge.
- Maintain electronic files. Document all communications with stakeholders in appropriate files using our internal electronic record keeping system.
- Organise, collate and disseminate reports as appropriate and in a timely manner.
- Delegate tasks as appropriate to Placement Officer e.g. booking accommodation, booking parking/visitors badges, chasing completion of reports, minute taking.
- Support coordinating professional in complex meetings with parents concerning the child's placement.
- Oversee interpreter booking process supported by Placement Officer. Key point of contact/line manager for interpreters whilst they are on-site.



- Maintain various spreadsheets to ensure data is correct for reporting, including meetings schedule, equipment, interpreter bookings.
- Attend weekly house rounds for child and family services, ensuring actions are shared with other Placement Managers and followed up accordingly.
- Ensure key staff list is up to date with allocated professionals within each child's multidisciplinary team for all services.
- Support the taking of meeting minutes, primarily by the Placement Officer, deputizing in their absence, in collaboration with the chair of each meeting and distribute, as appropriate, in a timely manner.
- Establish good working relationships with funding authorities and embassies and keep them up to date throughout a child's placement.
- Responsible for ensuring that all children's placements have current funding arrangements in place, including a signed contract. Ensure that all funding packages are put onto the system prior to the placement starting and updated with any changes throughout.
- Write funding request letters in collaboration with Senior Placement Managers and Senior Business Development & Commissioning Manager.
- Assist funding authorities when required, with requests, including gathering further information for discharge planning.
- To undertake other or additional duties that are within your skills and abilities, as the organisation may reasonably require from time to time.

#### **Additional tasks**

- Provide cross cover within the Business Development & Commissioning Team.  
Health & Safety

#### **Professionalism**

- 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.
- 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 others.



## Organisation and Structure





## Person Specification

Selection Criteria:		Essential / Desirable
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to A level or equivalent.</li> <li>• Secretarial/minute taking qualification.</li> <li>• Graduate level qualification or equivalent experience.</li> </ul>	Essential Desirable Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Customer service.</li> <li>• Contract or Financial Management.</li> <li>• Minute taking.</li> <li>• Working with multi-disciplinary teams.</li> </ul>	Essential Essential Desirable Essential
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Highly organised approach.</li> <li>• Strong administrative experience.</li> <li>• Excellent written and verbal communication skills.</li> <li>• Able to prioritise own workload and to use own initiative.</li> <li>• Computer literate and able to use IT systems.</li> <li>• Strong knowledge of Microsoft Office.</li> <li>• Understanding of health care and education sector.</li> <li>• Understanding of statutory funding in NHS and/or local authorities.</li> </ul>	Essential Essential Essential Essential  Essential Essential Essential  Desirable
<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> </ul>	All Essential



## 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.

