



People  
Potential  
Possibilities

# Regional Young People and Family Services Manager

People Potential Possibilities (P3 Charity)

Job Description



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## **Jon Description**

**Post:** Regional Young People and Family Services Manager

**Location:** Midlands Region

**Salary:** £39,929 per annum, plus £2,000 Regional Ofsted Allowance

**Responsible to:** Director of Children, Young People and Family Services (or nominee)

**DBS Check:** This post is subject to Adult and Child Workforce Regulations

### **Job Purpose:**

Lead, mentor, and support service managers to embed a culture within team operations that is aligned with the vision and values of P3. Register as the Registered Service Manager for all Ofsted services operating in the Midlands regions. To ensure we are operating our services in line with Ofsted regulations for Supported Accommodation for Young People. Directly line manage service managers across the regions agreed. Support and develop service managers to have the skills and resources to lead their teams effectively, providing leadership, development, support, motivation and problem-solving support. Identify training needs and facilitate growth opportunities for service managers and their teams. Ensure you promote inclusivity, collaboration, and innovation every day. To work with the Director of Children, Young People and Family Services to ensure contractual obligations and regulatory requirements are being met from an operational perspective.

### **Key Responsibilities**

- To lead the team by example, representing P3's culture, mission and values and ensuring these are fully embedded into service delivery.
- To support the development of the Service Managers, delivering operational training as required, coaching and adapting leadership skills to draw out individual strengths and skills.
- To ensure that all operational policies, procedures and statutory regulations are implemented and observed at all times.
- Report Regulation 27 events in accordance with Ofsted guidance.
- Collate data and evidence to support all reporting requirements and work with service managers to ensure all areas of KPI's and regulations are compliant.
- Ensure you have constant up to date awareness and understanding of the Ofsted Regulations (2023) and Regulations of Social Housing.
- Ensure that all services always operate safely and securely in line with health and safety regulations and internal procedures are met.

- Alongside the Director of Children, Young People and Family Services, take a lead role in the development of new systems, programmes and initiatives across support services.
- To take responsibility for leading and managing the effective delivery of an integrated and holistic service which responds to the support areas of people we work alongside.
- Ensure good practice in the support of people who use our services.
- Lead the culture of teams and ensure teams are using a Psychologically Informed approach along with Trauma Informed Care in the support of people who use our services.
- Develop, promote, and maintain good relationships with external agencies.
- To contribute to the coordination of outcomes information and ensure regular key work sessions are completed in line with procedures and contract requirements.
- Ensure all referrals into the service are managed in accordance with the contract requirements and we offer fair access, diversity and inclusivity.
- Review, develop and monitor the formal support coordination, support planning and safety management procedures for people in service and escalate concerns to Director of Children, Young People and Family Services and Ofsted as required and in a timely manner.
- Ensure that all staff receive Support and Supervision sessions in accordance with P3 Policies and Procedures.
- Raise awareness of P3 services with relevant external agencies and in the community.
- Take the lead with rolling out Trauma Informed Care within your services (training provided).
- Adhere to and work within both P3 and Local Authority and relevant Children's Act Safeguarding guidance.
- Take a lead role in the recruitment and induction of new staff and volunteers and monitor leavers and support managers when long term vacancies are in services.
- To work effectively with the Director of Children, Young People and Family Services in reporting all safeguarding and incidents in an effective manner. Providing support, guidance and reflective practice when appropriate.
- Provide reports as required to the Director of Children, Young People and Family Services and regularly attend management meetings.
- Work in partnership with accommodating local authorities, as well as relevant statutory services and communicate effectively with multi-agency professionals to ensure the best outcomes for young people and families

### **Teamwork**

- Participate in and coordinate staff meetings, supervision meetings, training, team development sessions and other meetings as required.

- Ensure Service Managers / Service Coordinators lead staff discussions on the individual progress of people we work alongside to encourage all staff to think creatively and constructively about the support provided.
- Work as part of the leadership team nationally to foster a culture of quality, curiosity, accountability and sustainability.

### Quality

- Deal with complaints in accordance with P3 policies and procedures.
- Audit compliance across all services within region and across Ofsted services to support our compliance with Ofsted regulations and promote best practice.
- Prepare key reports for Ofsted in line with current regulations.
- Conduct 6 monthly quality assurance interviews with young people to provide an opportunity for young people and families to review the quality of the accommodation and the service, how their needs are met and what they would like to change or work towards.
- To ensure that all operational policies, procedures, and statutory regulations are implemented and observed at all times.
- To collate appropriate data, outcomes, and feedback to prioritise local and strategic priorities.

### Development

- Develop and maintain training opportunities for staff and people we work alongside and liaise with the People and Culture Department and others as appropriate to ensure that training needs of support staff are being met.
- Ensure that young people and families are provided with support to communicate their views and are able to participate as fully as possible in all aspects of the service.
- Conduct annual appraisals in accordance with P3's Policy and Procedures to inform the training plan.
- Undertake development activities as necessary and appropriate to the role.

### Delivering Equality

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals.
- Promote the rights and needs of people who use P3 services in the community.
- Work within the framework of P3's equality and diversity policy at all time

## Other

- Ensure and participate in an effective 24-hour on-call system to provide emergency advice and support to staff.
- Ensure an effective staff and management rota system is being operated to provide continuous staffing in line with local policies and procedures.
- Work flexibly as required.
- Undertake all duties in accordance with all P3 policies and relevant legislation and work towards their continuing development and implementation.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to the people we work alongside are fulfilled.
- Undertake such other duties as may be required from time to time to maintain or enhance P3's services.
- You may be required to transport people we work alongside in your own transport.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes, however if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

## P3 – Person Specification

### Regional Young People and Family Services Manager

<b>Values</b>	<b>Essential</b>	<b>Desirable</b>
Must show significant commitment to and be able to articulately describe substantial examples of a proactive approach to;		
<ul style="list-style-type: none"> <li>A commitment to involving and empowering people we work alongside.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>An understanding of Psychologically Informed Environments and Trauma Informed Care and the importance of these models.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Recognise and value all aspects of diversity.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Management practice that demonstrates leadership and vision for continuous improvement and clarity of expectation.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Management style that involves people in decisions.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Understanding of and commitment to the importance of access to ongoing training, learning and development opportunities.</li> </ul>	✓	

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Able to demonstrate experience of:		
<ul style="list-style-type: none"> <li>Managing multiple services, including a staff team.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Demonstrate leadership skills and an adaptable management style.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>At least 2 years' experience of the above.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Professional experience of working in a housing related support role.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Partnership and networking skills.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Health and Safety risk assessments and safety management planning.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Working with Local Authority Regulations.</li> </ul>	✓	

<b>Knowledge and Understanding</b>	<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Must have understanding of Ofsted Regulations for Supported Accommodation (2023) and a desire to keep knowledge current and attend relevant training as required.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Must have some understanding of the political and social context within which voluntary organisations provide social care services.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Must have a sound understanding of the support needs of people who use our services.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Must have an in depth understanding of the specific support and political issues affecting people from a wide range of communities.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• An understanding of Local Authority Regulations.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Thorough understanding of Equality and Diversity.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• A working knowledge of relevant legislation including knowledge of children's legislation.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Knowledge and understanding of Social Housing Regulations.</li> </ul>	✓	

<b>Skills and Abilities</b>	<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Able to work on own initiative and prioritise workload.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Able to adapt to change and effectively manage change processes.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Must demonstrate effective interpersonal and communication skills.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Must have ability to maintain accurate records.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Must be able to establish and maintain constructive relationships with a wide range of people including senior figures in external agencies.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Must be a confident user of e-mail.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Ability to use Word Processing and produce quality presentation documents.</li> </ul>	✓	

• Ability to work flexible hours.	✓	
• Ability to take on an effective leadership role.	✓	
• Able to motivate a staff team.	✓	
• Able to understand and report accurately on financial outcomes from a range of complex service activities.	✓	

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
• A qualification in health, social care or housing is desirable.		✓
• There must be substantial evidence of commitment to personal and career development relevant to the post, including a commitment to becoming the Ofsted RSM.	✓	
• NVQ/QCF Competencies at level 3.	✓	
• NVQ/QCF Competencies at Level 4.		✓
• Full UK driving licence.	✓	