

## Registered Manager

### Jasmine Mother and Child Residential Family Centre

#### Main Purpose of this role

Responsible for leading the team at Jasmine Mother and Child on a day-to-day basis, ensuring the smooth and safe running of the residential family service.

Reporting to and working alongside the Head of Service you will model and maintain a trauma responsive workforce. Having a key role in controlling and monitoring the budget and expenditure of the family centre, ensuring performance against budget.

Responsibility for ensuring compliance with all relevant legislations, particularly Ofsted regulations.

Ensure that the service upholds the highest standards of care and safety for families and staff alike.

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|---------------|----------------------------------------------------|
| Department    | Jasmine Mother & Child                             |
| Location      | Jasmine Mother and Child Family Residential Centre |
| Reports to    | Head of Service                                    |
| Contract type | Permanent                                          |

#### Key Responsibilities

- To lead a multidisciplinary team in delivering high-standard resident care effectively and efficiently, with clear monitoring procedures and processes in place to ensure continuous standards are met.
- Responsible for the smooth and safe running 7 bed family centre; creating a nurturing and caring environment for families.
- To establish positive relationships and maintain effective communication with women, their children, and other involved professionals in their care while developing and implementing individually tailored care and support plans that respect and uphold the dignity and privacy of families living at Jasmine.
- Monitor the effective operation of Jasmine Mother & Child while adhering to legislation and regulations related to environmental health, infection control and health and safety.
- To meet Ofsted Registered Manager status requirements and to have a good understanding of regulatory standards. Liaising and cooperating with regulators and be aware of relevant documentation.
- To be responsible for controlling and monitoring the budget and participate in ensuring the effective use of resources avoiding unnecessary spending.
- To understand and comply with statutory and legal requirements including (but not exclusively) all aspects of the Residential Family Centre Regulations 2002 / 2013, Working Together 2023, Health

and Social Care Act 2008 (revised 2012), Health & Safety, COSHH, Mental Capacity Act (2005) and Deprivation of Liberty Safeguards.

- To contribute to an ongoing cycle of improvement via audits / quality reviews and feedback from staff, residents, and other key stakeholders.
- Promote the rights of each family ensuring risk management plans are up to date.
- Conduct risk assessments including fire checks to maintain a safe environment in conjunction with the Health and Safety Manager.
- To ensure that all legal and statutory records are completed and that records concerning the home are displayed (including insurance certificates, registration documents etc).
- Maintain an effective quality assurance program at Jasmine Mother's and Child, using quality management and improvement systems, contributing to complaint recording and investigation, compiling reports, taking appropriate action, and implementing project changes to uphold quality, best practices, and continuous improvement of services.
- To embrace the concepts of sustainability within the workplace and to carry out duties in a way that ensures a high regard for energy efficiency, carbon reduction, waste management and the most appropriate use of resources.
- To ensure regular medication audits are conducted and address any areas of non- compliance.
- Promote a risk management culture within the working environment, ensuring participation and involvement when requested. Identify potential risks that may impact on the ability of Trevi to achieve its objectives and report concerns to the Head of Service.
- To maintain optimal occupancy.
- To ensure good and safe practice in all activities relating to service user care, including implementing systems for guidance, monitoring, evaluation, and resolution of complaints in accordance with Jasmine Mother and Child Complaints & Compliments Policy.
- To evaluate services through regular review, annual service user questionnaires, analysis of complaints & compliments etc.
- To contribute to the creation of a positive working culture within the Trevi team, fostering professional and personal development, and establishing positive and open relationships with key internal and external stakeholders while maintaining effective communication.
- Overcome barriers and find solutions to complex problems, sometimes in challenging and stressful circumstances.
- Undertake line management of day team staff, addressing performance where necessary in line with Jasmine Mother and Child procedures and ensure an effective system for the staff, ensuring adequate staffing levels with the Family Support Worker Team Leader, managing shift rota's, staff holidays and sickness.
- Facilitate regular team meetings; support, encourage, and mentor the staff team including arranging and facilitating supervision, as well as chairing the weekly Multi-Disciplinary Team meetings.
- Participate in the On-Call rota, including scheduled weekends.
- Maintain comprehensive and high-quality notes in Green Shoots clinical records system while also ensuring accurate data entry.
- To review and authorise each parenting assessment.

Adhere to and keep up to date with

- Safeguarding policies & best practice
- GDPR regulations, Data Protection & information security policies
- Confidentiality & Code of Conduct
- Health & Safety standards

And all Trevi policies & procedures.

**The job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.**

### Person Specification – Registered Manager – Jasmine Mother & Child

#### Knowledge & Qualifications

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| NVQ Level 5 Diploma in Leadership and Management for Residential Childcare is required (or working towards or prepared to work towards within 6 months of appointment) | Essential |
| Or Social Work England registration                                                                                                                                    | Essential |
| Thorough understanding of the regulatory responsibilities of a Registered Manager and the law relating to residential care services.                                   | Essential |
| Sound working knowledge of Ofsted and current legislation                                                                                                              | Essential |
| Working knowledge of The Residential Family Centres Regulations (2002) amended 2013, The Care Standards Act 2000 and Health & Safety Act 2005                          | Essential |
| Comprehensive understanding of women's trauma and commitment to trauma informed practice.                                                                              | Essential |
| Understanding of systems to maintain confidentiality in relation to residents, staff and the organisation.                                                             | Essential |
| Working knowledge of health and safety matters in relation to residential services and risk management.                                                                | Essential |
| Comprehensive understanding of issues relating to women / mothers in addiction.                                                                                        | Essential |
| Understanding of safeguarding issues and ability to respond appropriately to any concerns.                                                                             | Essential |
| Understanding of trauma informed practice.                                                                                                                             | Essential |
| To understand the importance of, and be committed to, equality of opportunity and diversity.                                                                           | Desirable |
| Understanding of and commitment to working with women with lived experience.                                                                                           | Desirable |

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| Understanding of and commitment to working with the challenges that women with lived experience face.                                                                            | Desirable |
| <b>Experience</b>                                                                                                                                                                |           |
| Minimum 2 years' residential childcare experience within the last 5 years.                                                                                                       | Essential |
| At least 1 year must be in a supervisory capacity.                                                                                                                               | Essential |
| Experience of managing an effective team.                                                                                                                                        | Essential |
| Previous experience of working with women/children.                                                                                                                              | Essential |
| Experience of care services, risk assessment and person-centred care and support.                                                                                                | Essential |
| Previous experience of a service development.                                                                                                                                    | Essential |
| Experience of monitoring budgets and expenditure, ensuring performance against budget.                                                                                           | Essential |
| Experience of working in a multidisciplinary team.                                                                                                                               | Essential |
| <b>Qualities &amp; Skills</b>                                                                                                                                                    |           |
| A high degree of resourcefulness and ability to be effective within a rapid change organisation.                                                                                 | Essential |
| Highly credible leadership style with the ability to exercise influence, motivate and communicate a clear vision for the future.                                                 | Essential |
| Willingness and able to adjust to multiple demands, shifting priorities, and demonstrate flexibility.                                                                            | Essential |
| Excellent interpersonal skills and ability to effectively communicate with a diverse range of people.                                                                            | Essential |
| Flexible approach to working hours (with ability to work hours to needs of the business).                                                                                        | Essential |
| Excellent written and verbal communication skills – able to communicate appropriately with commissioners, funders, women using our services and a multi-disciplinary staff team. | Essential |
| A good team ethic – able to know when to lead from the front, or when to step back and allow others to make decisions show initiative.                                           | Essential |
| Efficient and organised.                                                                                                                                                         | Essential |
| Strong professional ethos – able to model this within the service and set high professional standards.                                                                           | Essential |
| Ability to work collaboratively with others.                                                                                                                                     | Essential |
| Non-judgmental approach to drug and alcohol use.                                                                                                                                 | Essential |