Job Description

Job title: **REGISTERED CHILDREN'S HOME MANAGER**

Grade: OP3

Responsible to: Head of Children's Residential Homes

Responsible for: All staff in the home

Overall purpose: To be responsible for the full range of activities involved in managing a children's home in line with the Children's Homes Regulations and Quality Standards and good practice initiatives, ensuring that it has at its heart the welfare and safety of each child accommodated.

Key Responsibilities:

- To manage the home to the highest professional standards and within the agreed budget
- To exceed the national minimum standards for children's homes, achieving at least a 'good' overall Ofsted rating
- To maintain occupancy at optimum levels (as specified for each home)
- To establish excellent relationships with commissioners and local authority social work and placement teams
- To conduct oneself at all times in a manner which is complimentary to the ideals, goals and expectations of the organisation and ensure the staff team does likewise

KEY TASKS

1. Service Provision

1.1. To promote the home to commissioners, regulators, other organisations and individuals, ensuring that the home, and the services it provides, is well known and respected.

1.2. To develop effective relationships with those who have, or may have, an impact on the level of occupancy and referrals.

1.3. To take responsibility for managing the direction and development of the service, ensuring that local plans are in line with the overall strategic plan of the organisation.

1.4. To regularly review the level of achievement of services against service objectives and standards.

1.5. To promote opportunities for the improvement and expansion of St Christopher's services and market them effectively to local authorities, funders and purchasers.

1.6. To manage physical, financial and human resources effectively, ensuring that key tasks are fulfilled and that an appropriate service is provided to all young people in the home within the budgets provided.

1.7. To take responsibility for the promotion of safeguarding and the welfare of the young people in the home, ensuring that educational and health needs are clearly defined and met.

1.8. To establish a culture and working practices that achieve the best outcomes for young people in a safe and secure environment.

1.9. To ensure that key stages in the stay of young people such as admissions and discharge are properly managed and reflect decisions recorded in care plans**.**

1.10. Through the staff team, to encourage and support young people to take responsibility for their own lives commensurate with their age and ability.

1.11. To ensure that activities are planned that stimulate and provide enjoyment for young people.

1.12. To create effective ways of involving of young people in the running of the home and having a say in their own development.

2. Staff Management

2.1 To ensure that staff performance is managed through effective recruitment, training, motivation, supervision, support, appraisal and disciplinary action. To provide necessary training, as appropriate, or ensure that information is fed into the organisational training and development plan at the appropriate time.

2.2 To set clear standards of performance and behaviour for staff, and monitor their performance through regular supervision.

2.3 To facilitate effective teamwork and establish good channels of communication that keep staff informed about client and organisational issues.

2.4 To ensure that effective working relationships are established between operational staff and staff providing maintenance, human resources, financial, fundraising and administrative services, external agencies, social workers, police etc., families of young people and the wider public.

3. Financial Management

3.1 To ensure that occupancy is maintained at the optimal level, liaising with relevant commissioners when there are vacancies and working closely with the Commercial Director.

3.2 Monitor, control and take corrective action to ensure that income and expenditure targets are achieved. Report any significant problems to the Deputy Director of Operations (UK) promptly.

3.3 Ensure that staff are aware of their budgetary responsibilities and monitor compliance on a regular basis.

3.4 Ensure that St Christopher's financial policies and procedures, and delegated authorities are followed.

4. Accountability and external representation

4.1 Promote St Christopher's work effectively and ensure that stakeholders are kept informed about those aspects of service delivery relevant to them.

4.2 Provide both written and verbal reports to your manager and be accountable for performance against plans and targets.

4.3 Ensure that regular reports are provided to all stakeholders as required.

5. Corporate Management

5.1 Carry out any other tasks as may be required that are consistent with the other responsibilities set out in this Job Description. This may include taking on responsibility for a specific area of work and involvement in task group work.

5.2 Keep up to date with all relevant changes in policy, practice and legislation and ensure that all staff have access to this information.

5.3 To take responsibility for the health and safety of staff and young people in the home ensuring all procedures are correctly followed, carrying out appropriate risk assessments and ensuring compliance with local and statutory requirements

6. Conduct

6.1 Ensure that all the work undertaken by yourself and staff under your management is conducted to the highest professional standards. Promote and implement St Christopher's Code of Conduct and lead by example.

6.2 Uphold and promote St Christopher's Diversity policy in all aspects of the work and ensure that the policy is understood and implemented by all staff with whom you work, and that the spirit as well as the letter of the policy is fulfilled.

This job description outlines the general ways in which it is expected you will meet the overall requirements of the post. The list of tasks is not an exclusive one and duties may vary from time to time. This job description is subject to regular review.

Person Specification

Listed below are the objective criteria, specific to this role, used to assess each candidate and determine suitability for appointment. The table shows at which stages in the selection process the criteria will be assessed. To be shortlisted you must clearly demonstrate in a written statement how you meet the Essential Criteria required at the application stage (shaded).

ESSENTIAL CRITERIA

	Criteria	Application form	Interview	Other
E1	Level 3 Diploma in Residential Childcare **AND** be either working towards or be prepared to undertake Level 5 Diploma in Leadership and Management for Residential Childcare	✓		
E2	GCSE English and Maths A-C grade, or equivalent	✓		
E3	At least 2 years' experience relevant to residential work with the last five years	✓		
E4	At least 1 years' experience of effectively managing professional staff	✓		
E5	Excellent working knowledge of the Children Act 1989, amended 2004, and best practice relating to looked after children	✓	✓	
E6	A good understanding of the regulatory framework relevant to the provision of residential services for children and young people (Children's Homes Regulations and Quality Standards)	✓	✓	Practical test
E7	Sound knowledge of child protection procedures	✓	✓	
E8	Good knowledge of child development and an understanding of patterns of transition from childhood to adulthood	✓	✓	
E9	Awareness of issues facing young people such as bullying, gangs and exploitation and how these impact on behaviour	✓	✓	

E10	General knowledge and understanding of the range of organisations and individuals working with children and young people, their roles and responsibilities and how to work effectively with them	✓	✓	
E11	Demonstrated commitment to supporting and motivating young people	✓	✓	
E12	Ability to develop appropriate one-to-one relationships with young people and employ mentoring skills that empower young people to achieve their goals		✓	Practical test
E13	Ability to positively appreciate and respond to the diverse ethnic, cultural and spiritual needs of young people		✓	
E14	Ability to relate successfully to individuals from a wide variety of backgrounds and to represent the organisation to outside bodies and within local communities		✓	
E15	Ability to provide leadership and direction to staff and model best practice		✓	
E16	Ability to maintain professional boundaries and to ensure staff do likewise		✓	
E17	Ability to monitor the performance of others and effect improvement where necessary to ensure consistency of approach by the team		✓	
E18	Ability to communicate effectively, orally and in writing	✓	✓	Practical test
E19	Numeracy skills to manage budgets efficiently and contribute to the budgetary process		✓	Practical test
E20	Knowledge of health and safety provisions and the processes for managing risk		✓	
E21	An understanding of, and clear commitment to equality of opportunity, both in the delivery of services and in relation to the conduct of business with colleagues, service users and external parties	✓	✓	
E22	Ability to work occasional evenings and weekends and to participate in the On-call system operated within the home		✓	

DESIRABLE CRITERIA *(the following criteria are not essential, but can be included in your supporting statement if relevant)*

D1	Previous experience registering, commissioning, or opening a brand-new children's home	✓	✓	