

## Job Description

<b>Job Title:</b>	Operations Director
<b>Department:</b>	Children in Care
<b>Responsible to:</b>	Executive Director of Children in Care
<b>Location:</b>	Based at our offices across Nottinghamshire and Selby but with regular travel between our care home locations and on occasion, country wide (with ability to drive and access to own vehicle)
<b>Hours:</b>	40 hours per week (additional hours, weekend and bank holiday working are required to fulfil requirements of the post)
<b>Salary:</b>	circa £75,000

### Our Children in Care North Star

Relentless dedication that all children and young people have the developmental relationships that support them to connect with one another and their communities.

### About our Children in Care Service

Our team work relentlessly to provide looked-after children the therapeutic care they need to recover, grow and thrive.

We work with compassion and diligence to create and deliver nurturing clinical care, with homes, environments and support that enable children to build connections, discover their strengths and shape their own futures. Our busy team are passionate and work devotedly for the wellbeing of our children and the excellence of our care.

We recognise each child as an individual, with their own interests, challenges and ways of understanding the world. Our department meets children where they are, and provides the psychologically informed care that they need to grow their capabilities and to engage and contribute to the world around them.

If you are driven by the empowerment and care of children who have faced significant trauma - and are committed to shaping an environment for their development and wellbeing - this is where your work can make a life-changing impact.

### Job Purpose

The role of the Operations Director (Children in Care) is to lead in the operational management of a comprehensive continuum of care, with a particular focus on our children’s residential care, supporting young people in our local community who have had a more challenging start in life. This

role will be paramount in enabling these young people to 'discover who they are and what they can become'.

This role reports to the Executive Director of Children in Care and works with the Registered Managers, Operations Managers, Clinical Lead, and future Director of Therapeutic Foster Care.

This role will be responsible for leading the delivery of all our Children in Care Services, with a specific focus on children's residential care.

The role will focus on providing an outstanding environment for children to thrive in whilst ensuring that we are compliant with OFSTED and other regulatory bodies. The postholder will also demonstrate expertise in Safeguarding and be able to support the growth of the provision.

### **Overall Responsibilities:**

- Support in creating and implementing the financial sustainability and leadership framework for the children's residential care service and to maintain the operation of service delivery and service improvements.
- Operationalise the sourcing and registration of new homes and services, working collaboratively with internal and external stakeholders to maximise efficient use of resources and support to develop a sustainable business plan and business model which reflect the strategic objectives in relation to the children's residential homes service.
- Support the service in promoting effective recruitment of a skilled workforce, enabling existing staff to develop additional skills to support the service growth, enabling internal promotion, and engaging staff to sustain the longevity of employment.

### **Principle Responsibilities**

- Lead and manage the Operations Managers to provide the highest professional standards of care and support to children and young people in our services, ensuring that they thrive.
- Ensure all aspects of service delivery in the residential homes comply with contractual, legislative and other necessary requirements. Focused leadership of Operations Managers and Senior Managers is key, with visits to our sites and homes also essential.
- Embed best practice in maximising resource use, overall occupation and demonstrating strong fiscal responsibility and stewardship. Responsible for proactively managing up to £4M of revenue and expense; including negotiating appropriate placements into residential care homes.

- Proactively work with key stakeholders to positively represent the service and its therapeutic approach to children's residential care.
- Ensure that all developmental assets are measured and developed in such a way that the YMCA delivers an asset rich environment in which young people and staff thrive.
- Provide strong cause-centric leadership and management to Operations Managers, who in turn will manage Registered Managers across all regions.
- Ensure best practise within Children in Care Services.
- Create and implement robust policies and procedures for placements across all homes for looked after children.
- Provide strong guidance and encourage innovation amongst the team to support the ongoing development of service practice and operational growth of the provision. Evaluation and impact assessments of new services will enable the post-holder to influence strategic direction, avoiding strategic drift and drive continued penetration of new and existing markets.
- Work with Operational Managers within the service to develop strategies that support ongoing learning, staff engagement and adherence to the organisations culture, subsequently allowing staff to deliver an optimum service to children and young people and ensuring that all service provisions are aligned to YMCA principles and core values.
- Be a positive and active member of the organisation's Senior Leadership Team, supporting and participating in YMCA initiatives, internal projects and community projects.
- Ensure that the service is well placed to take advantage of external funding opportunities, block contacts and service level agreements which support our growth and strategic aims.
- Overriding responsibility and oversight of quality assurance and contracts throughout Children's Residential Services.
- Support and expand our children's therapeutic care service; supporting the Executive Director in introducing a continuum of care provision to include EBD provision, and adding a semi-independent accommodation service. The service will also explore, pilot, and launch a number of therapeutic services, such as Therapeutic Fostering, Therapeutic Respite Care and Intervention, Therapeutic Residential Centres, and Day Facilities.
- Support the development of an organisational culture that puts our Core Values - Caring, Honesty, Respect and Responsibility - at the centre of all we do.

**Safeguarding and Compliance:**

- Responsible for the support of safeguarding all of children in our Children in Care Services.
- Ensure all aspects of service delivery in the residential homes comply with contractual, legislative and other necessary requirements.
- Investigate any safeguarding concerns for the service area and to make informed, fair, and transparent decisions based on information obtained including the production of investigation reports with recommendations and outcomes
- Design and develop policies and procedures to ensure all staff work in a way which prevents abuse and safeguards everyone.
- Work collaboratively with agencies involved in safeguarding (including LADO, MASH, Police and others)

- Work autonomously within professional guidelines and to take responsibility for the systematic governance of safeguarding and advocacy practice within YMCA Robin Hood Group
- Effectively communicate information concerning the safeguarding and/or advocacy needs of service-users to a wide range of people and agencies
- Provide expertise, advice and support to facilitate the effective and appropriate provision of safeguarding and advocacy

## Legal Framework

Work within the parameters of the Children’s Home Regulations (England) 2015, the Children’s Act 1989/2004, Care Standards Act 2000, Health & Safety at Work Act 1974, Equality Act 2010 and associated guidance including Working Together to Safeguard Children 2023 and Every Child Matters.

## Responsibilities for all Staff, Casual Workers, and Managers

- 1. Ambassador for YMCA Robin Hood Group**  
To act as an advocate and ambassador of the group; promoting and exemplifying the group’s values, mission, vision, and ethos and to positively and proactively protect the group’s reputation.
- 2. Other Duties**  
To undertake any other duties and responsibilities as may be assigned by your Line Manager. To work in a flexible way to ensure that workload is completed and to undertake any other jobs commensurate with the seniority of the post.
- 3. Discretion to Act**  
To exercise discretion in the performance of the duties of the post, to use best practice and to ensure the effective and efficient use of resources.
- 4. Relationships and Confidentiality**  
To establish, maintain and enhance team-working with colleagues and staff of the group and to keep confidential all information about individuals and the business of the group. Any breach of confidentiality will be treated seriously and may lead to dismissal.
- 5. YMCA Values, North Star and Ethos**  
To support and embody our group values: We Serve, We Inspire, We Welcome, We Seek Out and We Speak Out. To work with dedication towards our shared North Star strategy, for the positive development of all children and young people.

We are committed to equality of opportunity and expect all staff and casual workers to abide by our Equality, Diversity and Inclusion Policy.

- 6. Health and Safety**  
To adhere to the group’s Health and Safety policies at all times.

## Line Management Responsibility

Direct line management of Operations Managers with support and leadership to all their staff teams plus work experience, student placements etc. as required.

## Our Values

Character counts. We are committed to building teams of staff and volunteers who share our uncompromising dedication to supporting one another and our community.



### We Seek Out

We never stop looking for ways to transform lives for the better.



### We Welcome

We respect, support, and protect without fail. Everyone is included, and everyone belongs.



### We Inspire

We build – and rebuild – people’s confidence in their own strength, and foster conviction in everyone’s potential.



### We Speak Out

We stand up for what’s right, advocate when needed, and encourage people to find the power of their own voice.



### We Serve Others

We are committed to the wellbeing of others in mind, body and spirit, and to fair and equitable opportunities for all.

## Our YMCA North Star

An expression of our YMCA's mission, vision and values. Every team within our YMCA is united under one shared ambition – our North Star.

We will work relentlessly to ensure all children and young people:

- ▼ have the developmental relationships and close connections that help them discover who they are
- ▼ develop the strengths and abilities to shape their own lives
- ▼ learn how to engage with and contribute to the world around them

## Person Specification

All requirements marked with an “A” in the final column will be assessed when shortlisting.

**Job Title: Operations Director (Children in Care)**

Competency Area	Criteria	How it's Assessed*
<b>Experience</b>	1.1 Extensive (greater than 4 years') Experience of working in and managing Children's Residential / Children Leaving Care / Children Looked After sectors including experience of opening new residential homes	A, I, T
	1.2 Greater than 2 years' operating at a senior leadership level with experience of strategic planning and implementation; prioritising objectives setting targets; project planning and management; policy development; monitoring developments; driving performance and reporting on and evaluating progress	A, I
	1.3 Experience of the support of successfully implementing new services; involvement in sourcing funding streams; and some experience of writing funding bids and applications.	A, I, T
	1.4 Demonstrable experience of working with OFSTED and other regulatory bodies, quality assurance frameworks and assessment standards	A, I
	1.5 Experience of working at a senior management level in complex (multi-service) and dynamic organisation	A, I
	1.6 Experience of managing a dispersed staff team including recruitment, training, sickness absence and managing performance – staff team size of 50+ staff members.	A, I, T
	1.7 Experience of working in and handling stressful situations effectively, including managing conflict within the community	A, I, T
<b>Knowledge</b>	2.1 Knowledge of relevant residential child care and social care Legislation, Government Guidance and Best Practice	A, I
	2.2 High level working knowledge of Child Protection and Adult Safeguarding Policies and Procedures.	A, I
	2.3 Experience and/or knowledge of therapeutic models/ clinical models relating to trauma and children's residential care.	I, T

<b>Education &amp; Qualifications</b>	3.1 To hold a higher/further level qualification in a relevant field (business, psychological, social care) and/or a portfolio to evidence an equivalence of knowledge.	A, I, D
	3.2 Possess or working towards minimum level 3, ideally level 4 Safeguarding Children diploma (essential)	A, I, D
<b>Skills &amp; Abilities</b>	4.1 Decisive and action orientated, able to make swift, informed decisions without hesitation.	I
	4.2 Strategic-enforcer, combines high-level strategic thinking with the tenacity of ensure operational plans are executed.	I
	4.3 Resilient and tough, thrives under pressure and doesn't back down from challenges.	I
	4.4 Sets high standards for performance and hold people accountable, whilst also recognising hard work and reward achievements.	I
	4.5 Business focussed advocate with a keen eye on the bottom line, ensuring the organisation is financially sustainable and operationally sound.	I
	4.6 Able to form positive, collaborative partnerships	I
	4.7 Effective organisation and planning skills	A, I
	4.8 Excellent written communication skills	A, I
	4.9 Excellent verbal communication skills with staff, children, families, the local community and external stakeholders.	A, I
<b>Other work-related requirements</b>	5.1 Willing and able to register as the organisation's Responsible Individual with OFSTED.	A, I, T
	5.2 Ability to support the Christian core values of the Association	A, I
	5.3 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service <b>OR</b> hold a satisfactory enhanced DBS check for the correct workforce <u>plus</u> existing registration for the DBS Update Service	I, D
	5.4 Full driving licence and willingness to drive Association vehicles as and when required ( <b>Essential</b> )	A, I, D



\*When it's assessed:

- (A) on Application form
- (I) at Interview
- (T) During Test
- (D) From Documentary evidence e.g. references, qualifications (checked at the interview stage), driving license, DBS, Charity Commission checks etc.

*YMCA Robin Hood Group is committed to promoting diversity and practicing equality of opportunity. YMCA Robin Hood Group is committed to the protection of children and adults at risk. A completed company application form will be required post interview. This will be part of the offer process. The recruitment process aims to create and maintain a safe workforce and contains robust vetting procedures. The successful applicants will be appointed subject to references and enhanced DBS check. To be successful in your application, you will be subject to a rigorous safer recruitment process and must adhere to a strict code of conduct regarding your behaviour at all times. All positions are subject to enhanced DBS check and satisfactory reference request.*