Registered Manager
Job Description

Role Purpose

Our vision is that every child and young person in the country has a safe and happy childhood. To help us achieve this, the role will:

Be responsible for the operational management and leadership of a residential home, setting the values, principles and ethos of the home in line with - national standards and Action for Children policy, procedure and expectations, leading to the delivery of excellent quality care that achieves positive and agreed outcomes for children and young people and an outstanding or good or equivalent rating in external inspections.

In this role, you'll be responsible and accountable for:

1. Creating a service ethos that delivers a consistently safe and quality service that complies and meets all the requirements of Action for Children and the regulating body's expectations of a good, outstanding or equivalent service, achieved through the application of effective planning, review and monitoring of the service.

2. Leading by example to replicate and cascade to your line reports to inspire, motivate and manage a varied range of workers, ensuring safe and regulatory staffing levels.

3. Providing supportive 1-2-1's and reflective supervision to direct reports and to ensure this standard is replicated, to create a service/team who are aware of their responsibilities and are motivated, skilled and qualified (registered with the appropriate registering body) in line with regulatory requirements.

4. Delivering positive and continuous improved outcomes for children and young people, utilising performance data and evidence-based outcome measures consistent with Action for Children, regulatory body and commissioner requirements.

5. Managing and being responsible for all aspects of the home, ensuring an innovative, responsive, high quality and person-centered services are delivered to children, young people and their families based on an assessment of need that is regularly and professionally reviewed and is outcomes driven.

6. Promoting and delivering the highest standards of safeguarding practice utilising existing processes and best practice to create a safe positive work and service environment.

7. Ensuring systems and processes are in place, and applied correctly, consistently and in timely to comply with all legal and statutory recording in line with regulatory and organisational requirements. To also complete quality self-assessment report within timescales and to a high professional standard.

The responsibilities, accountabilities and reporting structure for this role will be reviewed periodically and updated, if required.

Last Reviewed: 13/10/2023 Version: V2

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9. Taking responsibility for an operational delegated budget, tracking income and expenditure, consistent with Action for Children financial policy, procedure and to agreed timelines.

10. Developing and establishing effective working relationships and maintain channels of communication with colleagues, community organisations, partner agencies and other external agencies, including chairing and leading multiagency meetings as appropriate.

11. Developing work capacity to grow and develop service provision, and to also contribute to business development proposals and or contributing to tenders and grant applications to sustain or grow the home/service.

To do this, you will have:

Qualifications and training

1. Level 5 Diploma in Leadership and Management for Residential Childcare (and Scotland SVQ Level 4 Management & Leadership); or for England
2. Or an equivalent Level 5 Diploma as defined by the DFE Guide to Children's Homes Regulations, 2015.

Skills, knowledge and experience

1. Personal maintenance of professional qualifications and evidence of ongoing management training and development
2. Knowledge and understanding of the CQC regulations, OFSTED (Scotland-Care Inspectorate) requirements
3. Satisfactory fit person interview with Ofsted (or Scotland-Care Inspectorate)
4. Flexible approach to working hours and to cover on call arrangements if necessary and participate in the on-call manager rota
5. Current driving license
6. Use Microsoft office packages and management information systems
7. Creating an inclusive service, in terms of meeting the needs of the children and establishing a workforce that further enables an inclusive environment.
8. Developing and managing stakeholders' relationships, both internal and external
9. Demonstrable experience of motivating and leading by example to improve outcomes
10. Demonstrable experience of working with children and young people who exhibit very challenging, emotional and behavioural difficulties.
11. Experience of leading by example with the application of safeguarding practices and policies
12. Delivery of quality service that meets the needs of service users.
13. Ability to manage a delegated budget, including to track and report on expenditure
14. Demonstrable efficient and effective use of service resources
15. Experience of managing and motivating a team to deliver a safe and high performing service
16. Proven ability to develop trust, rapport, influence and credibility with a staff team.
17. Ability to provide clear vision, direction and apply the values and ethos required
18. Managing challenging people management issues, which will affect delivery of safe, efficient and quality services.
19. Pro-actively identify potential problems and make objective decisions to find resolutions
20. Prioritizing, planning, review and evaluation of service provision to impact improved service provision

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The competencies that we have detailed above form part of our management competency framework (MCF), you can see the full framework on our Careers website.

Don't meet every single requirement?
If you're excited about this role but your experience doesn't align perfectly with the job description, we'd love you to apply anyway. You might just be the perfect person for this role, or another role within the Action for Children family.

In this role, you will be responsible for:

Staff responsibilities
Number of direct line reports: c.4
Overall staff responsibility: c.20

What else?

Everyone at Action for Children must promote equality, value diversity and work inclusively to ensure everyone feels welcomed and valued.

If you're appointed, you'll need to have a disclosure check.

For completion by the Reward Team:

Operational Job Title: Registered Manager
Panel approval: Reward Team
Job Family: Social Care
Panel date:
Grade: 5
Payscale Ref: SC51 / SC510 (see approved job framework)

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