

## Job profile

### Service and job specific context statement

<b>Directorate:</b>	Children and Young People's Service
<b>Service:</b>	Inclusion Service
<b>Post title:</b>	Children's Resource Centre Manager (Registered Manager)
<b>Grade:</b>	M
<b>Responsible to:</b>	Head of Residential Provision
<b>Staff managed:</b>	Manage operational frontline staff
<b>Date of issue:</b>	July 2010
<b>Job family:</b>	<b>C&amp;S - Care &amp; Support</b>

### Job context

Children's Social Care was formed in April 2006 and is one of six service areas which make up the children and young people's service. Children's social care is committed to providing good quality services to support children, young people and their families and our aim is always to put children and young people at the centre of all our work. The services provided by children's social care follow from specific Government legislation, including and not limited to the Children Act 1989 and the Children Act 2004, and the Department for Children, Schools and Families "Every Child Matters: Change for Children" agenda. The post requires an enhanced DBS clearance. This role involves spoken communications so a confident use of English language is required.

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### Job Description

**Directorate:** Children and Young People's Service

**Service:** Inclusion Service

**Responsible to:** Head of Residential Provision

**Staff managed:** Manage operational frontline staff

**Job purpose** To be responsible to the County Residential Services Manager, Child Placement for the management of the Centre as a whole, including the staff, the budget, the resources and fabric of the building and the welfare of the young people in line with the National Minimum Standards and Children's Homes Regulations.

**Operational management**

- To ensure full compliance with the National Minimum Standards and Children's Homes Regulations 2001.
- To monitor, review and report on the quality of service, giving consideration to the wider implications of changes in commissioning needs. To ensure the inspectorate is informed of any changes in consultation with the County Residential Services Manager.
- To ensure the effective management of a complex booking system which takes into account the compatibility of young people, the assessed level of need and the level of staff required to provide a safe, stimulating and homely environment.
- To provide on call services as part of management rota.
- To advise as required on professional matters within the area of competence.
- To maintain professional knowledge and skills through training and other such activities.
- Perform other duties, which reasonably correspond to the general character to the post and are commensurate with its level of responsibility.
- Manage the process of transition in a timely way and help the child or young person reach a positive outcome.
- Understand your own role and its limits, and the importance of providing care or support

**Communications**

- Establish rapport and respectful, trusting relationships with children, young people, their families and carers.
- To ensure that young people carry as much responsibility for their own lives as they can reasonably and demonstrably be expected to carry, keeping them informed of their circumstances and rights, involving them in planning their lives and supporting them and helping them towards social inclusion and participation.
- To provide support, as appropriate in an emergency or as agreed on a planned basis to try and ensure that young people can continue to live in their own home or local community.
- Provide support and encouragement to children and young people.

**Partnership / corporate working**

- Know your main job and responsibilities within your working environment.
- To develop and maintain good working relationships with:
  - Parents and other family members
  - Social workers
  - School staff
  - Other professionals such as general practitioners and psychologists, paediatricians,

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- occupational therapists, district nurses etc.
- To ensure interagency collaboration is achieved in order to ensure staff are appropriately trained in the use of specialist equipment for individual children.
- Know the value and expertise you bring to a team and that brought by your colleagues
- Know that development includes emotional, physical, intellectual, social, moral and character growth, and know that they can all affect one another.
- To create a homely setting with which the young people can identify.
- To ensure that specific needs are met such as:
  - Dietary requirements
  - Religious observance
  - Culturally significant activities
- To promote the normal development of the young people.
- To gear the running of the Centre to meet the expressed needs of individual young people.
- To ensure that key stages in the stay of young people such as admission and discharge are properly managed and reflect decisions recorded in the care plans.
- To ensure that young people facing particular crises and stresses are offered appropriate additional support and to ensure that staff are supported in dealing with the most complex cases.
- To ensure the service is able to respond appropriately to the demands placed upon it, in supporting young people with complex health needs and life limiting disability.
- To manage complex medication systems and procedures effectively, ensuring young people's health and routines are supported in a safe and sympathetic environment.
- To maintain high standards of child-care and to be flexible in adapting to meet young people's needs.
- To have a commitment to shared values and the common purpose of developing a culture of interagency working; including statutory bodies, third and private sector organisations.
- To create and develop links between the Centre and the local community, so that young people can play a full and appropriate part in the life of the community.
- To ensure compliance with the policies of the County Council and the Directorate.

### Resource management

- To be concerned for staff welfare, offering support, at times of stress, praising work completed and monitoring performance, including sickness absence.
- To be responsible for the deployment and control of staff on a day to day basis.
- To be involved in the recruitment, monitoring, appraisal and disciplining of staff as necessary.
- To ensure that all staff receive regular supervision.
- To ensure that there is a training plan for the Centre, including induction and on-going training and support learning and development through a variety of media.
- To ensure all staff are appraised annually
- To manage and operate budgets within the figures and procedures laid down.
- To monitor on-going expenditure and to draw attention to potential overspends.
- To ensure that staff operate financial systems within the procedures and guidelines laid down such as petty cash and ordering of supplies.
- To assist, when required, in the preparation of budgetary estimates
- To support auditors with their work and provide them with the necessary information

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<b>Systems and information</b>	<ul style="list-style-type: none"> <li>To maintain good communication systems, including hand-over, logbooks, supervision, team meetings and other administrative systems.</li> <li>To report to the County Residential Manager, Child Placement or other appropriate person, in the event of awareness of bad practice.</li> </ul>
<b>Strategic management</b>	<ul style="list-style-type: none"> <li>To develop environmental, individual and group risk assessments to ensure we are able to offer a diverse service.</li> <li>To participate in the development, implementation and monitoring of individual care and health care plans.</li> <li>To maintain a safe environment, complying with health and safety and other legal requirements.</li> </ul>
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with.</li> <li>To ensure the environment is appropriate and sensitive to the needs of those being looked after.</li> <li>To protect young people from threats to their health, welfare and normal development, both from inside and outside the Centre.</li> <li>To maintain a safe environment, complying with health and safety and other legal requirements.</li> </ul>

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### Person Specification

Essential upon appointment	Desirable on appointment
<b>Knowledge</b> <ul style="list-style-type: none"> <li>• Knowledge of current philosophy in child care</li> <li>• Children's Homes National Minimum Standards</li> <li>• Children's Homes Regulations 2001</li> <li>• Child protection</li> <li>• Children Act 1989</li> <li>• Children Act 2004</li> <li>• Knowledge of current best practice in Children's Residential Services</li> <li>• Knowledge of disabled children's issues</li> <li>• Knowledge of good practice for managing medication and invasive procedures</li> <li>• Know your main role and responsibilities within your working environment.</li> <li>• Understand the importance of sharing information, how it can help and the dangers of not doing so.</li> </ul>	
<b>Experience</b> <ul style="list-style-type: none"> <li>• Significant recent experience of working with children and families; and in addition, experience of working at a senior level in a residential setting.</li> </ul>	
<b>Occupational Skills</b> <ul style="list-style-type: none"> <li>• Management, supervision and appraisal of Children's Centre Workers</li> <li>• Recruitment and selection of staff.</li> <li>• Anti-discriminatory practice</li> <li>• Ability to relate to children and young people</li> <li>• Budget Management</li> <li>• Assessment</li> <li>• Multi-disciplinary working</li> <li>• Inter-agency collaboration</li> <li>• Presentation skills (written and oral)</li> <li>• The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.</li> <li>• Negotiating</li> <li>• Planning and implementation</li> <li>• Monitoring and evaluation</li> <li>• Team working</li> <li>• Recording and report writing</li> <li>• Self-management skills</li> <li>• Basic IT skills, e.g. email etc</li> </ul>	
<b>Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role</b> <ul style="list-style-type: none"> <li>• A final level professional qualification, i.e. CQSW, CSS, DIPSW or NVQ4 Child Care</li> <li>• Plus NVQ4 in Management (or willingness to undertake NVQ4)</li> </ul>	<ul style="list-style-type: none"> <li>• A management qualification.</li> </ul>
<b>Other Requirements</b>	

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- To be available and prepared to work evenings and weekends
- Ability travel around the County for business use

### Behaviours

[Link](#)

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.