

Job Description

Job Title	Registered Manager
Directorate	Children and Young People's Services
Service Area	Children's Social Care
Grade	10
Competency Level	3
Salary	£56,673 – £62,580
Job Type	Office Based
Location	City Wide
Disclosure and Barring Service (DBS)	Enhanced with Child Barred List (Child Workforce)
Job Evaluation Ref No.	

Job Purpose

The Registered Manager is responsible for the day-to-day management of the Children's Home(s) and has accountability for the delivery of high-quality service provision incorporating the care, welfare, and safety of all children placed in their care in accordance with Children's Homes Guidance and Regulations 2015.

As Registered Manager of the home(s), you will promote and maintain an ethos to enrich the lives of children and create positive futures. This will be outlined within your Statement of Purpose to ensure that the home gains an OFSTED rating of Good or Outstanding.

Directly Responsible For:

Deputy Home Manager / Residential Workers / Business Support / Cook / General Assistant

Directly Responsible To:

Service Manager – Residential Care Services

Main Areas of Responsibility:

- Initially project manage and lead the development of the new children's residential home and its assertive outreach program for which the post holder will then be the registered manager. This will include the coordination of the OFSTED registration process from start to finish and overseeing the recruitment and training of the new staff team
- Ensure the Council meets its statutory obligations to safeguard and promote the welfare of children and young people, complying with legislation, statutory guidance, policies, procedures and relevant frameworks
- Day to day management of Children's Home/s ensuring Best Child Care Practice in accordance with Children's Homes Guidance & Regulations and Quality Standards 2015
- Create and promote a safe, positive, therapeutic environment where children and young people feel nurtured, safe and able to express their feelings and emotions
- Ensure young people receive a service which best meets their individual social, racial, psychological, educational, cultural, physical identity and health care needs in accordance with the Statement of Purpose and function of the home
- Demonstrate effective management and leadership to direct and support, residential workers to deliver child / young person-centred care, working

towards the best possible outcomes for every young person in accordance with their individual needs

- Recruit and select skilled, knowledgeable, resilient and emotionally intelligent residential workers in accordance with Safer Working Practices
- Facilitate a robust staff induction programme in addition to a wide and varied range of opportunities to support continued professional development
- Regularly review and update key documents for example: Statement of Purpose, Young Person's Guide, Policies, Practice Standards, Location Risk Assessments ensuring changes are communicated where relevant and appropriate
- Promote, encourage and facilitate the participation and involvement of children and young people, their families and other stakeholders in improving, designing and developing the service
- Manage and monitor work patterns to ensure operational staffing levels are maintained at all times within the home(s)
- Maintain concise, accurate and up to date records for all young people placed within the home(s)
- Take full responsibility for ensuring the home is managed and maintained to a high standard, taking action to rectify problems in a timely manner
- To manage a delegated budget, monitor expenditure and take action to remedy deficits
- Provide leadership and professional expertise to the staff team to ensure a high standard of service delivery in line with the vision and values of the City Council
- Champion team working and foster high morale and effective collaboration
- Work cohesively and in partnership with team members, Social Work Colleagues, Education, Health, Police and other relevant professionals and agencies to contribute to the multidisciplinary assessment of young people's needs, to support them to achieve positive outcomes and reach their full potential as outlined within their care plan

- Assist the Service Manager in producing and implementing the service's business plan and contributing to Divisional and Directorate business plans
- Provide quality support and supervision for team members on a regular and planned basis in line with the Supervision policy. This includes conducting annual Performance and Development Reviews and ensuring development plans are implemented
- Undertake effective management of sickness absence, under-performance, disciplinary and grievance matters in accordance with the councils HR policies and procedures
- Respond to complaints, learn lessons and embed lessons learnt within practice
- Plan and deliver team development days, team meeting and training events
- Ensure that client information data is lawfully gathered, accurate, up to date and only divulged in accordance with the General Data Protection Regulation 2016 (GDPR) and the local government common law of duty of confidentiality. Failure to apply these duties can lead to the individual or the Council facing financial penalties or court proceedings
- Actively engage in risk management policies, procedures and practice and advise the Service Manager of resource shortfalls and recommend improved methods of working where appropriate
- Model inclusive practice in relation to identity and diversity, challenging any issues of concern
- Model effective communication skills within the team, the service and communicate effectively in highly charged or challenging circumstances
- Take responsibility for developing and maintaining the required management knowledge and professional expertise for the role through Continuous Professional Development
- Take responsibility for obtaining regular professional supervision to ensure effective and reflective practice

- Prepare and participate in Performance and Development Reviews, identifying areas for improvement and carrying out agreed learning and development opportunities including using research to inform practice
- Implement and embed LCC's Health and Safety Policies and Procedures ensuring all Health and Safety Guidelines are adhered to
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements with Standing Orders and Financial Regulations of the City Council and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

Supervision and Management Responsibility:

- Manages performance and behavioural issues effectively
- Operate and deliver the expectations of a Registered Manager as outlined by the Children's Home Regulations and guidance issued by the regulator
- Ensure that any actions imposed by the regulator are progressed in a timely manner
- Offer effective supervision to all direct reports in line with council procedures
- Manage a budget effectively and work alongside finance colleagues to ensure that services are operated within agreed budget
- Support wider service improvement and take on additional tasks as required of a manager at this grade

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Participate in the necessary moving and handling of young people whilst delivering personal care as required, based on the assessed needs of the young person based on the necessary training received to complete
- Participate, once trained to do so, in the physical intervention and de-escalation of children and young people as agreed as part of their individual management plan

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: **Level 2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualifications & Training

Essential

- Level 5 Diploma in Leadership and management for Residential care or willingness to work towards (A/I)
- Extensive work experience within a Children's Residential Home, of which significant experience must have been in a Registered Manager or Deputy Manager capacity (A/I)

Skills/Abilities

Essential

- Demonstrable knowledge and experience of management in a children's social care related field (A/I/E/P)
- Demonstrable knowledge, understanding and experience of carrying out the Children's Homes registration process in accordance with Children's Homes Guidance and Regulations 2015 (A/I)
- Demonstrable knowledge and understanding of relevant childcare legislation, statutory guidance, best practice research relevant to service responsibility for these posts for example: Children's Homes Guidance, Regulations and Quality Standards 2015 (A/I/E/P)
- Knowledge and understanding of child protection and looked after children processes as outlined in Working Together to Safeguard Children and The Care Planning, Placement and Case Review (England) Regulations 2010 (A/I)

- Experience of working with children and young people who present challenging behaviour (A/I)
- Ability to establish, develop and sustain positive relationships with children and young people (A/I)
- Experience of managing teams and services including delegated responsibility for budgets. Health and safety, staff performance (including attendance) recruitment, induction / staff development (A/I)
- Committed, dedicated, resilient and enthusiastic and able to meet the flexible working hours the role demands (A/I)

Desirable

- Ability to develop and develop positive relationships with Children's Social Care Colleagues, key partner agencies, external organisations and elected members
- Ability to build, manage, motivate and develop staff teams, providing clear direction in a positive, supportive, empowering manner
- Effective communication skills, both written and verbal in accordance with age and level of understanding
- Calm, approachable, adaptable, non-judgemental manner
- Ability to prioritise tasks and problem solve
- Ability to analyse information accurately and make judgements under pressure
- Ability to chair meetings effectively, ensuring clear plans/outcomes
- Ability to implement performance and quality assurance processes, achieving targets and delivering high quality practice
- Ability to undertake quality, reflective supervision, staff appraisal and manage poor performance
- Ability to effectively demonstrate the role of a Corporate Parent in line with the Corporate Parenting Principles
- Demonstrate skills in collaborative and partnership working.

- Ability to make good use of resources
- Ability to recognise and promote safety, health, wellbeing, and emotional resilience for both self and colleagues
- Ability to produce and present accurate, clear, concise reports and management information orally and in writing
- Ability to work effectively as part of a team
- Ability to take advantage of and use information technology to be efficient in practice and time management
- Ability to work within professional and ethical standards

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Ability to demonstrate a commitment to own professional development and that of other colleagues
- Ability to understand and demonstrate a commitment to equality and diversity

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level