

Job Description – Registered Manager (Off-Shift)

Reports to: Service Manager

Work Location: Within any of our registered services as directed by the Service Manager

Job summary

The post holder will be responsible for managing all aspects of running the Home. Ensure that Children and Young People have their needs met and the home meets the standards set out in the Statement of Purpose. Establish and maintain a competent, motivated and confident staffing team and to offer leadership, managerial direction, guidance and support to subordinates. Monitor the home's equipment, appliances, and grounds and ensure they are effectively maintained in accordance with health and safety requirements. Actively strive to achieve the best outcomes for the Children and Young People, and achieve a positive Ofsted inspection of 'Good' or above. The post holder will be the 'Registered Manager' for the home and fulfil requirements and obligations set out in the Children's Homes Regulations and Quality Standards for Children's Homes 2015/Regulation and Inspection of Social Care (Wales) Act 2016.

Key Responsibilities – Children and Young People

- Ensure that each young person has a plan which reflects his/her care, education, social, emotional, cultural and therapeutic and health needs.
- Ensure that the placement plan is regularly reviewed.
- Allocate a Key Worker for each young person with the principal responsibility of implementing the childcare plan
- Establish and monitor high quality standards of care in line with the Quality Standards for Children's Homes 2015 and the home's Statement of Purpose. Develop quality assurance measures to ensure these standards are maintained. Undertake internal management audits and support external QA inspection visits, and Regulation 44 inspection visits.
- Maintain monitoring systems in which the children and young people are consulted about the quality of care they receive
- Work in partnership with parents, carers and other professionals to safeguard and promote the welfare of children and young people
- Attend and contribute to child care planning and review meetings as appropriate
- Ensure that the Staff understand and implement the company's child protection procedures.
- Develop consultation with young people and staff routines in relation to all aspects of child care.

Key Responsibilities – Leadership and Management

- Implementation of all aspects of the Statement of Purpose
- Ensure that staffing levels and competence meet the needs of the home
- Ensure the budgets are managed effectively and the use of all finances are properly monitored
- Monitor the home's decor and fabric of the building and take remedial action where necessary
- Ensure high standards of cleanliness and ensure living standards are maintained.
- Provide effective leadership by implementing organisational strategies, policies and procedures in order to enable objectives of Crystal Care Solutions to be met.
- Develop a management style which balances the need to exercise control and give direction with the need to offer staff the opportunity to contribute to decision making

- Ensure that all new staff receive a thorough and robust induction to the home in line with Crystal Care Solutions' policy.
- Upskilling and mentoring new starters to complete their role competently.
- Ensure that each member of staff has a personal development plan
- Ensure each member of staff receives supervision and appraisal in line with the Quality Standards for Children's Homes 2015/Regulation and Inspection of Social Care (Wales) Act 2016 and Crystal Care Solutions' policy
- Attend management and team meetings, facilitate communication and provide opportunities for consultation and staff development
- Act as an ambassador for the organization.
- Respond to and manage any issues relating to conduct and competence of staff members including completion of fact finds, disciplinary and grievance hearings, appeals and all other employment law processes
- Take ownership in retaining staffing team
- Manage staff sickness in line, completion of return to work, risk assessments and absence triggers.
- Promote personal development through the appropriate delegation of duties and responsibilities
- Maximise the effectiveness of Staff through motivation, development and the application of Crystal Care Solutions' policies and procedures.
- Ensure all payroll and end of month activities are completed correctly and within relevant timescales
- Completion of reports and KPI data as requested by Senior Management Team
- Ensure that you and your team are suitably presented and comply to the dress code within the Employee Handbook.
- Clarify expectations in relation to maintain the home in a clean and orderly condition
- Ensure that staffing rotas fit with children's needs and allow proper handovers between shifts
- Monitor recording systems in place and ensure that they comply with the Quality Standards for Children's Homes 2015. Achieve positive Ofsted inspections of 'Good' or above.
- Attend to all administration issues in relation to the home
- Ensure that all Health and Safety Regulations are complied with in accordance with Crystal Care Solutions' policies and procedures.
- To ensure that resources are allocated appropriately and financial records are accurately maintained
- Ensure that the team maintain the home in a clean and orderly condition at all times
- Ensure effective use of recording systems and ensure that they are maintained to comply with the Quality Standards for Children's Homes 2015/Regulation and Inspection of Social Care (Wales) Act 2016.
- Develop and lead a management style which balances the need to manage the home effectively and give direction with the need to offer staff the opportunity to contribute to decision making

General

- Demonstrate an ongoing commitment to continuous professional development.
- Attend all mandatory training events in accordance with regulatory requirements and Company policy
- Understanding policies and procedures, remaining up to date
- Work in accordance with your job description/contract of employment and any policies and guidelines of Crystal Care Solutions
- Maintain a professional profile outside of work and not engage in any activity or conversation that may bring the company into disrepute
- Keep up to date with the latest (developments/research/practice) in respect of the post holders area of work
- Improve post holders own performance of the role on a year on year basis, including participation in any performance appraisal system.
- To provide vision and leadership to staff, ensuring that effective systems are in place for workload allocation and management, and the application of the company's policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare
- Produce and agree a personal development plan
- Attend and contribute towards team meetings.
- Sharing and storing information appropriately in-line with confidentiality and the General Data Protection Regulation and Data Protection Act.

- Undertake other duties appropriate to the post and the needs of the organisation in order to develop and maintain quality service

Key Competencies

- Ability to maintain and develop positive relationships with children, professionals and colleagues
- Resilience, motivation and ability to adapt to challenging situations – essential
- Remain inclusive to all children and young people and be committed to upholding and protecting the rights of individuals
- Confident in using Microsoft Office including outlook, word, excel or willing to learn
- Ability to act as a positive role model demonstrating honesty and integrity
- Excellent written and verbal communication
- Ability to work shifts including weekend and sleep ins
- Flexibility around work location and start/finish times, including the need to work weekends and bank holidays, if required, to ensure the contingencies of the service are covered.
- Completion of managers on call, as per the rota.
- Ability to work under pressure

Qualifications and Compliance

- Hold a full UK Driving Licence and carry out driving duties to meet needs of the children and young people
- Enhanced DBS Certificate with child and adult barred list check
- Level 3 in Residential Childcare, or equivalent
- 2 years' experience in supervisory or management within residential childcare
- Willingness and ability to complete Level 5 Leadership & Management within prescribed timescales
- Must maintain own vehicle in clean, roadworthy condition with current tax and MOT certificate and ensure business insurance is in place to ensure the safe transporting of children and young people.