**Manchester City Council**

**Role Profile**

**Registered Manager, Grade 9**

**Residential Childcare Services, Directorate for Children and Families**

**Reports to: Service Manager**

**Job Family: People Care and Support Direct**

**Key Role Descriptors:**

The role holder will be responsible for the safe delivery of care or people support functions, ensuring the discharge of statutory responsibilities and the provision of a high quality standard of service which promotes the wellbeing of individuals and groups within the community.

The role holder will effectively lead, manage and motivate a team of professional practitioners to develop a skilled and confident workforce which meets the needs of the service and Manchester residents.

The role holder will work in collaboration with partners and key stakeholders to develop effective partnerships and greater coordinated working with other services and organisations to ensure a positive contribution to the development and delivery of care and support priorities for the city.

**Key Role Accountabilities:**

Provide advice and guidance to managers and practitioners on all aspects of good service practice to promote high quality analysis and interventions for improved outcomes for Manchester residents.

The role holder will provide professional consultation, support and guidance for team members and colleagues to assist in decision making and approve specific decisions in the management of cases.

Manage safeguarding risk and quality assurance effectively within the context of an agreed framework, policies, procedures and statutory responsibilities within a multi professional environment.

Work closely with key stakeholders to gather data intelligence in order to identify care needs and priorities to develop sustainable, customer focused service and implementation plans.

Develop strong inter-agency relationships between service managers, partner agencies and stakeholders to ensure the availability of the best possible opportunities and services for individuals to access.

Proactively identify and support the implementation of change and improvements in service provision to improve care and support opportunities and outcomes for Manchester residents.

Ensure effective management of assigned budgets in accordance with financial regulations. Maintain accurate data recording to monitor expenditure and produce high quality documentation and reports within required timescales.

Support the service to implement legislative requirements and other statutory responsibilities in line with best practice principles.

Roles at this level may be required to manage a range of assigned resources. Staff management duties may be either through direct line management (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

The role holder will be expected to effectively co-ordinate resources to support the principals of ‘joined up’ communication and to ensure efficiencies are achieved.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The post holder will manage a registered children’s home offering short term to medium term care for children in local authority care, as well as providing a package of support and community outreach to the young person and his/her family.

The Registered Manager position is a regulated role and as such the post holder will need to be registered with Ofsted and meet their ‘fit person’ requirements.

The post holder will also have responsibility for supervision and oversight of the authority’s other registered children’s home.

You will be working with children and their families who are at risk of placement breakdown in their home and are at risk of coming into care.

You will need to be confident and able to form effective working relationships with professionals as part of a management team and with children / young people and their families.

The focus of the role will be to support families to create a secure and safe environment for the young person to remain at home and to thrive within the family.

**Main areas of responsibility:**

* Oversee and direct to work in the community and with the child / young person and their family, in the family home.
* Operate within the spirit and framework of the Children’s Act 1989 and ensure that the Home complies with all of the requirements of the Quality Standards and Regulations Act 2015.
* Ensure that service policies, practices and procedures are implemented and that the home operates according to its designated task and function (related to the Statement and Purpose).
* Establish and maintain a system of regular formal supervision for all staff members.
* Facilitate the improvement of skills and knowledge by direct and indirect coaching and training in.
* Create a high quality, caring, child centred environment within which personal growth is encouraged, individual needs identified and met and where a care plan is formulated for each child/young person. This will include direct involvement in the care and support for young people.
* Ensure that all children/young people are made aware of their rights, responsibilities and privileges, including the Complaints Procedure for Children/Young People.
* Provide an environment which positively promotes an awareness, understanding and sensitivity towards individual, racial, religious and cultural background. (Which is evident in the physical environment of the home).
* Comply with Quality Standards for Children’s Homes by effectively leading the team in order that those standards are achieved.
* Work positively with the aim of the child/young person remaining in the family home or stepping across into foster care, working alongside key partners, children/young people and their families to maintain the child/young person’s position in their community, school, friends and other relations.
* Create and maintain good working relationships with localities/specialist staff and with professional colleagues from external agencies in order to ensure effective communication and collaboration takes place around the formulation of plans for children and young people.
* Ensure that Action Plans are devised and completed in response to inspection reports and Regulation 44 Visits and Regulation 45 Reports.
* Ensure that allegations or suspicions of abuse are responded to quickly and in line with Child Protection Procedure
* Ensure that administrative/financial and organisational arrangements are such that they maximise the potential for the children and young people to exercise choice and responsibility in all aspects of their lives.
* Assist with the production of Policy and Procedure and Practice documents in relation to the Unit.
* Regularly review and update the home’s Statement and Purpose and documents which cover the operation of the home
* Take responsible steps to ensure good relationships with neighbours and the wider community.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

* **Communication Skills:** Ability to advise others and deal with sensitive issues in difficult situations inside and outside own area, negotiating riskier demands.
* **People Management:** Can demonstrate how they and colleagues contribute to the vision and objectives of the organisation and how this defines their team and personal objectives; Ensures that good performance is recognised and rewarded and that poor performance is tackled.
* **Analytical Skills:** Ability to translate analyses into business cases which define potential benefits, options for achieving the benefits development of new or changed processes, and associated business risks.
* **Problem Solving and Decision Making:** Strong decision making skills with the ability to resolve complex issuesin a pressurised environment.
* **Planning and Organising:** Demonstrate excellent judgement skills under competing priorities and pressure
* **Financial Management:** Ability to monitor and maintain expenditure, ensuring that financial targets are met, and being accountable for any areas where budget and expenditure exceed their agreed tolerances.
* **Strategic Thinking:** Ability to contribute to the development, implementation and evaluation of strategy to shape future plans.
* **ICT Skills:** Ability to use multiple applications, systems and associated software packages.

**Technical Requirements (Role Specific)**

* Qualifications: Must hold a Diploma level 3 or above in caring for children and young people.
* Must hold or be willing to undertake and able to attain a Diploma Level 5 in Leadership and Management within 6 months of appointment.
* Willingness to apply for a DBS (Disclosure and Barring Service) check
* The role holder must hold a full driving license and have access to a vehicle on a daily basis.