

Role Profile

Part A - Grade & Structure Information

Job Family Code	12PCS	Role Title	Resource Manager
Grade	PS12	Reports to /role title	Service Manager
		Directorate / School	Children, Schools and Learning
JE Band	519-613	Service / Department	Corporate Parenting
		Date Role Profile was created	25/06/2021

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.			
Role Purpose including key outputs	To be responsible for the leadership, motivation and management of a Registered Children's Home and any linked services, ensuring the service provided is effective at promoting and safeguarding the welfare of young people and delivers positive outcomes for them. Ensure effective assessment, risk management and strengths-based care planning arrangements for the children and young people supported by the children's home, including those who may be supported on an outreach basis. This may involve developing creative responses and packages of care for young people accessing the service. Ensure the service and its staff establishes, report and respectful, trusting relationships with children, young people, their families and carers. Develop and maintain productive relationships with peers, stakeholders and partners, including education and health providers, and promote and maximise partnership working and resources to improve outcomes for children and young people. Ensure implementation and adherence to quality assurance processes, including case audits, and that stakeholder feedback (including children and young people and their families) is sought and acted upon. Provide effective professional and practice supervision and host Career Conversations with staff, including day to day supervision of the team (which may include professionals from other disciplines). Build and maintain a culture within which team members contribute to improving practice and outcomes for children and young people. Ensure that the accommodation is safe, suitable and fit for purpose and meets the needs of young people with complex needs. To act as the Registered Manager for regulatory purposes and fulfil all requirements of that role including ensuring that the Children's Home meets the requirements in respect of Regulations, Quality Standards, policies and procedures. This will include leading on Ofsted inspection activity and other quality assurance checks and visits under Regulations 44 and 45. To take devolved responsibility from the Service Manager, including leading and driving forward service development.		
Work Context	Registered Managers are responsible for ensuring the highest standards of care in their Children's Homes so that positive outcomes for young people are achieved. They are accountable for the effective operational management and culture of the home, demonstrating leadership of the staff team and ensuring young people have the best possible chance to realise their life chances. The role combines providing challenge, scrutiny, leadership and support to team members managing often complex or challenging situations. The role of Registered Manager is legally defined within the Children's Homes Regulations and postholders must fulfil requirements to be registered with Ofsted; they are required to ensure that the home functions in accordance with the Care Standards Act 2000 the Quality Standards and the Children's Homes Regulation 2015. Registered Managers play a major role in working closely with young people and their families, social workers, partners (such as foster carers, schools, including the Virtual School, SEND services, health services, police, voluntary organisations) and ensuring that their staff are similarly proactive. They will work with others as a management team to embed operational standards and ensure high quality care. The Registered Team Manager is managed by a Service Manager, who in turn is managed by the Assistant Director for Resources. Registered Managers will have a background in children's social care/residential care and be able to combine knowledge and experience of social work with strong management competence to deliver high standards of care and improve outcomes for children, young people and their families. They will be required to draw on their knowledge of child development, law, trauma, attachment and contextual safeguarding in formulating plans and care for young people and in identifying and managing risk. They will be confident and competent in operating within an evidence-based practice framework that includes strengths-based relational practice, restorative and solution-focused approaches. The Registered Manager has the overall responsibility for ensuring children are cared for in an evidence-based way that includes strengths-based relational practice, and restorative and solution-focused approaches. They will manage high levels of complex risk in a 24-hour environment, including being a lead decision-maker on key issues and ensuring the professional network is coordinated. It is the Registered Manager's responsibility to work with the Deputy Managers and other senior staff to supervise staff effectively, including annual Career Conversations, and to act if there are concerns about performance or conduct. They will ensure they challenge, scrutinise and monitor practice, recording and decision-making to ensure effective plans are in place for each young person. They will take action to ensure there is strong evidence in practice and record keeping of how children are cared for and supported and that children are consulted with and influence the care delivered and the day to day experience of living in the home. Registered Managers are responsible for ensuring services are managed within budget and in line with the Council's financial procedures and scheme of delegation. They have responsibility for the health and safety within the home and, with colleagues, for ensuring a safe and suitable home environment is provided for young people and a suitable work environment for staff. Registered Managers are part of the wider Children's Resources Management Team and will be expected to participate and contribute to wider service development with multi-agency colleagues.		
Line management responsibility	Management oversight of up to 20 staff with 6-8 direct reports.		
Budget responsibility	All service and staffing budgets are devolved from the Head of Resources, but this post will have authority to authorise expenditures up to £500.		
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> Manage risk in relation to service delivery ensuring safeguarding issues are addressed and contribute to the corporate risk management framework. <p>Service Development</p> <ul style="list-style-type: none"> Manage delivery of high-quality services in line with policy and practice guidance, and review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance. <p>Planning & Organising</p> <ul style="list-style-type: none"> Ensure team plans are developed to reflect service plans and strategies. Assist in the production of service plans, including the setting, monitoring and evaluation of service targets. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> Plan, control and monitor allocation and use of allocated budget/resources/funding effectively to ensure maximum value is delivered. May have indirect influence on commissioning budgets. <p>Work with others</p> <ul style="list-style-type: none"> Work internally and externally to ensure the department/service issues are appropriately represented and acted upon to enhance service delivery. Work with a range of agencies and partners to develop services in line with government policies, and to promote and coordinate initiatives. <p>People Management</p> <ul style="list-style-type: none"> Manage the service delivery of teams and units and ensure all cases, including complex and high risk are progressed in line with quality, national and legislative standards. Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p>		
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> Degree or equivalent professional qualification/registration plus experience at management level in a specialist area. Deep understanding of relevant legislation and practice standards. Deep knowledge and awareness of broader contextual factors affecting national service delivery. Proven ability to exercise an evaluative judgement appropriately. Ability to manage budgets and available resources to deliver effective support to their areas of responsibility. Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills, and the ability to build effective relationships with colleagues and a range of external partners. Competent in a range of IT tools including MS Office and database management systems and able to promote the use of IT systems within the service. High level problem solving and analytical skills with the capacity to devise and implement innovative solutions. Proven ability to assess risks and benefits and respond appropriately. Wide experience in successful leading, motivating, coaching, mentoring and developing staff. Satisfactory DBS clearance might be required. 		
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> A recognised social work qualification or Level 5 Diploma in Leadership and Management for Residential Children, or equivalent professional qualifications relevant to management of services for with children. If not held the postholder must enrol within 6 months of appointment. 1 and obtain the relevant qualification within 3 years of their appointment. Registered with Social Work England or in process of registration. If social work qualified. Able to meet the regulatory requirements to become a Registered Manager with Ofsted. In depth knowledge of delivering statutory childcare services, and at least 2 years' experience in the last five years relevant to the residential care of children. At least one year's experience in supervising and managing professional staff in a care role, including supervision and performance appraisals (career conversations). Understanding of relevant legislation affecting work with children and young people, including Children Act (1989), Care Standards Act 2000, Children (Leaving Care) Act 2000, Children and Adoption Act (2002) and Children Act 2004 and related regulations and guidance, including the full knowledge of the Children's Home Regulation 2015 and Quality Standards. Understanding of the Health & Safety at Work Act (an d Workplace Fire Regulations) and ability to take responsibility for the implementation of organisational an d local health, safety and welfare policies. Demonstrate the values and behaviours expected of a Children, Young People and Family Manager: Care: Respecting and valuing practitioners, encouraging and enabling them to deliver excellent practice. Compassion: Consideration and concern, combined with robust challenge and support. Courage: Having honest conversations and encourage practitioners to offer their own solutions to improving practice. Commitment: Demonstrating a strong moral purpose, modelling the ethos and building the skills of others and retaining and maintaining and own practice skills through effective CPD. Contemporary knowledge and understanding of the national priorities and initiatives, and evidence-based practice for working with children and families and ability to apply learning within the team and across the service. Good understanding and ability to apply knowledge of child development including an understanding of loss, trauma and attachment, and contextual safeguarding. Knowledge of relational strength-based practice and restorative and solution-focused approaches and ability to apply this to practice within the home. Experience of managing, motivating and collaborating with a variety of staff from different professional backgrounds, offering positive and flexible leadership such that the home is organised, managed and settled in a manner that delivers sound, good quality care that meets the individual needs of each child at the home. Ability to make and implement difficult and challenging decisions within defined timescales including assessment and management of risk. Ability to use Management Information to assess, plan, audit and evaluate information and to report on and act on resourcing and performance within the team. Ability to monitor services and practices to ensure agreed standards are maintained and to intervene constructively when required. Ability to communicate effectively in a range of ways with a variety of audiences. This includes the ability to relate to and communicate positively with young people who have complex needs. Excellent verbal, written, presentation and IT skills. Ability to supervise, mentor, coach and develop staff, and to work collaboratively and creatively to get the most out of scarce resources. Ability to effectively plan and manage dispersed services, including ability to autonomously prioritise work. A good level of emotional resilience and ability to deal with challenging, and sometimes demanding situations. Willingness and ability to travel across the county, at, to manage the delivery of 24 hour On Call system to provide support for the children's homes staff and staff working outside normal office hours/. Enhanced DBS clearance. 		
Role Summary	Roles at this level manage and develop large teams responsible for service delivery or specific service areas to deliver performance indicators and national standards to legislative requirements. They are likely to contribute to strategic development in their areas of expertise. Planning takes place over a longer period (year or more). They will require a full understanding of a professional or specialist field and will work with those both inside and outside the organisation, to influence the development of services or delivery of specific projects or organisational objectives. Roles at this level require extensive management experience and high-level expertise. They exercise flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance.		
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