

Role Profile

Part A - Grade & Structure Information

Job Family Code	13PCS	Role Title	Responsible Individual, Residential
Grade	PS13	Reports to (role title)	Head of Service
		Directorate / School	Children, Families, Learning & Communities
JE Band	614-734	Service / Department	Children's Service Corporate Parenting
		Date Role Profile was created	22/10/2018 Updated 21/ 06/ 2024

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	<p>Undertake lead responsibility for an agreed portfolio of registered residential homes and support services for children and young people across the county ensuring that an integrated and evidence-based approach delivers improved outcomes for children and young people.</p> <p>As the Ofsted registered Responsible Individual for a portfolio of designated homes, the postholder will act on behalf of the organisation to ensure that Surrey's residential children's homes meet relevant statutory and regulatory requirements, that the standard of care offered is in line with best practice, and that children are safeguarded and protected.</p> <p>The postholder will have oversight of matching, admissions and discharges within the specific portfolio of residential homes and will liaise with internal and external partners in formulating jointly agreed plans to ensure a coordinated and outcome focused approach to individual children living in the homes.</p> <p>Lead strategic reviews of models of intervention across Children's homes, liaising with the Head of Service, Looked After Children teams, colleague Service Managers and key partners, to 'further develop' the service so that it better enables individual needs and organisational priorities.</p> <p>Develop and maintain a performance culture in their area of responsibility, taking account of national and local requirements and taking specific responsibility for performance targets for agreed indicators and effective complaints management.</p> <p>Quality assure the work undertaken in their service area systematically tracking and analysing information to improve service performance, learning from good practice and challenging poor practice.</p> <p>Ensure that high quality supervision and development support for staff takes place in accordance with Surrey CC policies in their service area to improve outcomes for children, young people and families.</p> <p>Ensure the views, wishes and feelings of children, young people and their parents /carers are sought collaboratively and used to appropriately inform the development and performance of services.</p> <p>Lead and participate in multi-agency groups to improve outcomes and services for children, young people and families</p>
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Work Context	<p>The Responsible Individual will instill in all of their services an ethos of personal accountability in providing high-quality services and improving the lives of children and young people. They forge positive and beneficial relationships with partners (such as parents/carers, foster carers, schools, health services, police, voluntary organisations, and districts and boroughs) to ensure the integrated delivery of services. They work innovatively to create efficiencies of scale and pool resources to maximize the use of public funds.</p> <p>The Responsible Individual will undertake monthly visits to each home and conduct practice audits. They will review Regulation 44 reports, Registered Manager monthly reports, and chair regular team meetings and training events. The Responsible Individual should delegate front-line operational management to Registered Team Managers, clearly defining roles and responsibilities.</p> <p>In most situations, the Responsible Individual supports the Head of Service, Assistant Directors, and Directors in implementing their portfolio of responsibilities by leading on project work and deputising for the Head of Service where required. Responsible Individual will also attend regular meetings and consultations with the Gateway to Resources team.</p>
Line management responsibility if applicable	Directly responsible for up to 8 registered managers and will have overall responsibility for a medium sized team.
Budget responsibility if applicable	Responsible for staffing budget of c £1m and a service budget: c£500,000
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"> • Evaluate existing service provision taking account of feedback and broader external developments, to ensure innovative solutions are proposed to maximise service quality, efficiency and continuity. • Drive change and embed new ways of working to ensure high quality service delivery and value for money. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Develop and ensure implementation of operational and service plans and policies, play a key role in long term plans to develop and implement new initiatives and operational systems. • 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 significant commissioning budgets. <p>Work with others</p>

	<ul style="list-style-type: none"> • Liaise 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>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Degree or equivalent professional qualification/registration plus experience at a 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. • Ability to exercise a significant degree of interpretive and constructive thinking and evaluative judgement appropriately. • Extensive knowledge of the concepts of change management, project management and continuous improvement, and their practical application. • Proven ability to manage budgets and available resources to deliver effective support to their area 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 practical and creative 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.

<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> •Leadership and management of children’s residential services, Level 5 at a minimum – ideally the postholder will hold a social work qualification and be registered with Social Work England. •Substantial experience in assessing the needs of, and undertaking direct work with children and young people, together with a track record at Registered Manager level of improving children and young people's lives. •Wide ranging experience of working with parents, families, carers and networks to achieve optimal outcomes for children and young people. •Able to demonstrate understanding of the needs of children/young people in their specialist area with the ability to work with the Head of Service, Assistant Director and Directors, partners and other parties to develop and implement plans and actions that ensure improvement. • Ability to evidence skills in purposeful high-quality supervision that has impacted on improved outcomes for children, young people and families and staff retention •Satisfactory DBS clearance is required. •Willing and able to travel around the county to meet the demands of the role, to work from different sites, and work evenings and weekends if required in line with service needs.
<p>Role Summary</p>	<p>Roles at this level plan, organise and manage large and complex teams or specific service areas, and /or coordinate activity across different functions to contribute to the council’s social care and inclusion duties. Their work usually includes policy development, developing and implementing operational plans and helping to develop and deliver strategy. Planning takes place over a longer period (year or more). They will require a full understanding of a professional or specialised field and will work with those both inside and outside the organisation, to influence the development of services or delivery of specific projects or organisation's 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.</p>

