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| Role Title | Centre Manager |
| Job Family | Leadership |
| Location | 92 Leyton Green Road Respite Unit |
| Pay Range / Scale | PO7 |
| Purpose | |
| To manage, maintain and develop a professional service area ensuring the delivery of the service meets all Council, professional and legislative requirements. | |
| Generic Accountabilities | End Results/ Outcomes |
| Plan and deliver the services required in the area of responsibility, ensuring compliance with all internal and external standards. | <p>Service plan and objectives for area of responsibility are developed in agreement with line manager.</p> <p>Progress against plan /objectives is effectively monitored and delivered.</p> <p>Audits / reviews / performance measurement are undertaken and reported correctly.</p> <p>Expected levels of supplier / contactor / delivery partner performance are monitored.</p> <p>All relevant legislation, policies and procedures are implemented and complied with.</p> |
| Ensure the development and delivery of continuous improvements in all aspects of the service. | <p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p> |
| Deliver effective budget and resource management for the area of responsibility. | <p>Annual budget is developed in agreement with line manager.</p> <p>Agreed budget is delivered.</p> |
| Manage a team (or teams) of staff. | <p>The team is competent, effective and motivated.</p> <p>Work is effectively delegated and delivered to the required standards.</p> <p>Recruitment, induction, development, performance review, employee relations and all HR processes and planning are completed to the required standards and timescales.</p> <p>Effective team meetings take place to required timescales.</p> <p>Action is taken to address performance issues.</p> |
| Manage major projects, within the specialist field and control allocated resources, or take a lead role in larger partnership programmes | <p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> |
| Provide expert advice, guidance and support to staff, colleagues, partner agencies and others on high risk cases and complex professional or | Expert opinion, advice, support and interpretation are provided on all aspects of the area of responsibility, including major decisions about the lives of clients. |

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| politically sensitive issues. | Escalated or complex issues are managed effectively. |
| Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained. | Safeguarding standards are monitored and maintained in compliance with organisational policy. Appropriate safeguarding training is provided. |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |
| Ensure the successful implementation of health and safety legislation, policies and practices. | There is a proactive and positive culture of health and safety. The organisation meets its statutory health and safety requirements. Strategic risks are effectively managed |

| Job Specific Accountabilities | End Results/ Outcomes |
|---|---|
| Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility. | Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made. |
| Ensure that the unit achieves compliance with its Statement of Purpose (SoP) relating to Ofsted. | The unit is compliant. |
| Ensure that the children and young people placed at the home receive the appropriate support. | CYP achieve positive and agreed outcomes in line with their care plans. |
| Fulfil all duties and responsibilities of a Registered Manager as required by the Children's Homes Regulations. | Regulations are consistently complied with. |
| Ensure an effective key work system. | Staff can understand, implement and comply with the model of care enabling positive outcomes for children. |
| Contribute to the strategic planning and development of services for children with disabilities and complex needs, | The changing needs of disabled children and families are met. |
| Regularly and frequently seek the views of service users, parent/ carers, Social Workers, and staff employed at the unit. | Continuous improvement of the service is ensured. |

Nature of Contacts

Work directly with service users and their families; the work has significant implications for the wellbeing of individual users.

Liaise with external and internal partners and other agencies on day-to-day service issues and to co-ordinate actions. Works with a range of agencies and extended services, to support service users and promote good practice.

Sensitivity, persuasiveness, negotiation and assertiveness skills are required to communicate with diverse audiences in emotive circumstances. Ability to build trust and confidence with clients, client groups and colleagues. May need to manage challenging behaviour and situations.

Maintains good working relationships with other professionals whilst challenging the decisions of other statutory agencies.

Direct line management of a team of staff.

Procedural Context

Controls the deployment and allocation of service resources within overall procedural and legislative frameworks. Accountable for the performance of the service area against agreed objectives.

Develops services for area of responsibility and contribute to wider service planning. Professionally accountable for interventions within area of responsibility.

Exercises professional judgement in assessing risk to clients or others and quality assurance of service. Manage complex / high risk issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.

Development of policies and procedures and strategy for own area. Lead in partnership development, working with children and families and a range of agencies and extended services to meet strategic, legislative and Government policy requirements.

Key Facts and Figures:

Appropriate DBS Clearance enhanced level

Ofsted Registered Manager of Children's Homes

Resourcing

Budget Responsibilities: **circa £800k**

Supervisory Responsibilities: To direct line manage Deputy Centre Manager and 5 senior staff and overall responsibility for 23 members of staff.

Behavioural Indicators: Senior Manager

Knowledge, Skills and Experience

- Substantial relevant experience of managing specialist residential/respite services which support service delivery for children and young people with disabilities and complex/challenging behaviour.
- Experience of working with children with disabilities and their families with increasingly complex needs.
- Good knowledge of legislation, processes, procedures and issues relating to the client group.
- Ability to carry out client risk assessments to identify eligibility for service provision and/or risk of harm.
- Ability to advise and guide clients to encourage development and to access services to which they are entitled.
- Ability to communicate one to one and with specific client groups (in an appropriate format).
- Experience of being accountable for the managing performance of people and management systems
- The ability to understand and deliver successful relationship management to maintain effective working relationships.
- Extensive experience of managing change effectively across a service area.
- Substantial experience of managing significant budgets and resources.
- Significant experience of writing reports and records.
- Authority and credibility to build relationships influence and engage successfully with colleagues, partners and clients at all levels in complex or sensitive situations.
- Excellent time management skills to manage a complex workload prioritise and set deadlines and cope with conflicting and changing demands.
- Literate and numerate with accurate record keeping and report writing.
- ICT skills including use of Microsoft applications.

Indicative Qualifications

- Registered Managers Award – essential
- NVQ Level 4 or equivalent – minimum level of qualification
- Or a relevant professional qualification (BA Social Work or equivalent)

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.