

### Role Profile

<b>Job Title:</b>	<b>Residential Homes Manager</b>
<b>Location:</b>	<b>New Park House, Woodside Avenue</b>
<b>Directorate:</b>	<b>Children’s Service</b>
<b>Grade:</b>	<b>M</b>
<b>Salary Range:</b>	<b>£65,262 - £72,266</b>
<b>Reports to:</b>	<b>Assistant Head of Service</b>

**1. Purpose of Job:**

- To lead and be responsible for the effective management of the residential homes, and the provision of a professional, child centred service in accordance with the relevant regulations, legislation, guidance, codes of practice, policy and procedures.
- The role will oversee the management of 2 children’s homes and the services provided to them in each Unit. This will include registration as the ‘Homes Manager’ for Ofsted purposes.
- To lead on the therapeutic model which will be adopted at Woodside Avenue and this will include co-ordinating the work of residential staff and clinical support practitioners.
- To manage and oversee the budget of both children’s homes in excess of £1.5m.
- To ensure that services are delivered in partnership with all key stakeholders so that children’s assessed needs are met on a planned, holistic basis within a family setting whenever this is consistent with their best interests.
- To deal with complex issues creatively and effectively in order to develop a responsive and effective service for users, delivered within designated budgets.
- To develop specialist knowledge in the field for which the post carries management responsibility, acting as a resource to both peers and more senior colleagues.
- Embedding, training and implementing the therapeutic approach into every aspect of the homes management.

**2. Key accountabilities:**

- Co-ordinating the care plan and therapeutic support for the young people living in the residential homes.
- Responsible for timely responses to referrals and appropriate matching to other young people who are residents in the units.
- Management lead on all safeguarding aspects in both Homes and ensure that all staff are aware of their responsibilities in safeguarding these young people.
- To keep abreast of developments in all the cases covered by the team.
- To assess the level of risk and/or service to be offered to users, ensuring that the highest priority work is allocated and that the safety and wellbeing of the child is secured. This

includes making decisions about the immediate safety of children at risk of significant harm.

- To think creatively and imaginatively in order to solve complex professional problems concerning individual children, their families and other carers.
- To develop and maintain effective working relationships with relevant statutory and independent sector agencies e.g. teachers, doctors, psychiatrists, health visitors, police officers, requiring the capacity to advice and influence as appropriate.
- To chair reviews and meetings attended by users as well as by colleagues and representatives of other agencies, as above.
- To provide information, including written reports, to ensure effective service delivery and to influence strategy development.
- To take lead responsibility for the development and ongoing implementation of children's plans within the relevant service area.
- To commission services for children, their families and across the Division as needed, and in accordance with the relevant schedules of delegated authority.
- To investigate and prepare replies to Freedom of Information requests and Members' enquiries, and to deal with complaints according to corporate procedures.
- To provide a responsive service to emergency situations ensuring the safety and wellbeing of the child. This may involve working outside core hours and being available for discussion, advice and decision making.
- To secure good outcomes for children and the most efficient use of the council's resources.
- To maximise the participation of children, their families and other carers in service and care planning.
- To promote the role of the council as corporate parent.
- To promote equality of opportunity for users in accessing the services provided.
- Ensure all young people have access to advocacy and are made aware of their rights to participate in numerous forums.

## **Staff**

- To act as line manager for specified staff, exercising all those powers and duties delegated under Standing Orders and procedures. This includes being responsible for the appointment and deployment of staff, agreeing staff leave, ensuring necessary duty cover as well as the management of issues of poor performance.
- To ensure that staff managed establish and maintain appropriate professional boundaries with colleagues and service users.
- To promote a culture of staff care within the context of health and safety legislation, policy and guidance, ensuring that robust risk assessments are carried out and implemented within all areas of practice.
- To ensure compliance with GSCC codes of practice for employers and employees, to uphold the principles of the code of practice for those staff who are not required to be registered with GSCC.

## **Information**

- To develop and manage systems, which improve service delivery, including gathering and analysing statistical information in order to facilitate effective managerial decision making.
- To ensure that staff use the appropriate recording systems and keep all records accurate and up to date, taking appropriate steps to maintain a satisfactory level of security and confidentiality.
- To keep abreast of new legislation, guidance and regulations relating to the service area, acting as a specialist for the Division as required.

- To make full and proper use of electronic systems in order to carry out the management functions of the post effectively.

### **Premises**

- To ensure that premises are maintained in accordance with all relevant health and safety legislation, also that the fabric and appearance of the building is maintained to promote a positive image of the council. This includes all procurement and expenditure and meets all budget requirements.
- To ensure that all necessary health and safety risk assessments are undertaken within required timescales and that any remedial action is taken as a matter of priority.
- Ensure all staff in both homes meet all their health and safety obligations and continuous training.
- Ensure all young people adhere to all health and safety obligations as set out by staff.
- Responsible for all Fire safety measures and instruction to staff and young people.

### **General**

- To take part in working groups to deal with specific issues or tasks as requested.
- To assist in the development of policies, procedures and working practices at local, divisional and inter-agency levels.
- To co-ordinate and manage team and service area meetings.
- To assist the Service manager to discharge the overall management functions of the Service Area, and to participate effectively as a member of the service area management team.
- To assist the Service Manager to develop and implement a strategy for the Service Area.
- Ensure accurate records are maintained for both Ofsted and Health and Safety requirements.

### **3. Financial Responsibilities:**

- To plan, control and monitor all income and expenditure within the terms of the budget holding responsibilities of this post and promote a culture of value for money.
- To manage delegated budgets on a strictly cash limited basis, identifying and reporting emergent budget pressures.
- To ensure that the authorisation, monitoring and control of expenditure is within the Council's regulations and delegated authority.
- To monitor and review services and goods purchased in order to ensure that they meet the appropriate standards, are value for money and adhere to financial regulation.
- To ensure all financial transactions are fully recorded and accounted for.

### **4. Health and Safety Responsibilities:**

- As a manager of the London Borough of Barnet, you are required to:
- Abide by of Barnet's health and safety policy, associated arrangements for managing, and implement the manager's responsibilities set out therein.
- Complete mandatory health and safety training.
- Ensure risk assessments are in place for all task/actives where there are significant hazards, including stressors that could have an adverse effect on staff wellbeing. Identify and implement controls.
- Ensure staff are aware of the risk assessment findings and trained in the use of controls measures.

- Monitor health and safety compliance arrangements and take action where there are concerns.
- Include health and safety in regular management team meetings.
- Lead by example, monitor and enforce health and safety compliance of staff.

**5. Promotion of Corporate Values**

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

**Caring / Learning to Improve / Inclusive / Collaboration**

**6. Flexibility**

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

**7. The Council's Commitment to Equality**

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

**PERSON SPECIFICATION**

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<b>Criteria</b>	<b>Essential/Desirable</b>	<b>Assessed by:</b>
<b>Professional Membership/Qualification</b>		
CQSW, DipSW.	Essential	Application/Interview
Literacy & numeracy to required level.	Essential	Application/Interview
D32/33 or willingness to undertake.	Essential	Application/Interview
Full UK driving licence.	Desirable	Application
<b>Experience &amp; Knowledge</b>		
At least 1 year at a management level in a Children’s Residential setting.	Essential	Application/Interview
At least 3 years work experience in Children and Families.	Essential	Application/Interview
Experience of working in an intake/assessment children's residential setting.	Desirable	Application/Interview
Growth & development of children & young people.	Essential	A/I/P/Y
Group behaviour including effective teamwork.	Essential	A/I/Y
Knowledge of Child Protection Procedures.	Essential	Application/Interview
Knowledge of Children Act 1989 & CH regulations & good standards of practice.	Essential	A/I/Test
H&S policies and procedures.	Essential	Application/Interview
Issues of working with young people.	Essential	A/I/T/Y/P
Basic training in management competencies.	Essential	Application/Interview
<b>Skill &amp; Ability</b>		
Positive behaviour management.	Essential	A/I/Y

Written and verbal reasoning skills.	Essential	A/I/T/P
Ability to analyse data.	Essential	Application/Test
Ability to manage staff.	Essential	A/P/I
Ability to produce written reports/develop, monitor & maintain appropriate recording systems & develop skills in others.	Essential	Application/Test
Ability to manage budgets	Essential	Application/Interview
Relate to and communicate with young people and their families, staff and other professionals in order to: <ul style="list-style-type: none"> <li>- undertake assessments/inform and implement care plans.</li> <li>- supervise and appraise staff.</li> <li>- manage team, make decisions, delegate tasks.</li> </ul>	Essential	A/I/Y/P
Ability to work in stressful situations, manage own stress & that of others.	Essential	A/I/Y/P
Ability to chair meetings, contribute & relay and represent views of young people.	Essential	Application/Presentation
Ability to be on call as requested.	Essential	Interview
Ability to work unsocial hours.	Essential	Interview
Partnership working.	Essential	A/I/Y/P/T
<b>Essential Values &amp; Behaviours</b>		
<ul style="list-style-type: none"> <li>• <b>Commitment to anti-discriminatory practice demonstrated by knowledge of the implications of equal access to service delivery.</b></li> <li>• <b>An understanding of the effects of discrimination and prejudice on families and colleagues and the particular impact it has on children, families and adults who are socially isolated and excluded.</b></li> <li>• <b>Willingness to undertake any other training identified for your needs or the needs of the service.</b></li> </ul>		
<b>Caring</b>		
Integrity - I work with candidates and colleagues in a way that builds trust.	Essential/Desirable	Application/Interview
Empathy - I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential/Desirable	Application/Interview
Support - I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential/Desirable	Application/Interview
<b>Learning to Improve</b>		
Insight - I regularly rely on evidence and professional standards to support my work and decision making.	Essential/Desirable	Application/Interview

Agile - I am fully empowered to act within the scope of my role	Essential/Desirable	Application/Interview
Growth Mindset - I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential/Desirable	Application/Interview
<b>Inclusive</b>		
Personal Responsibility - I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential/Desirable	Application/Interview
Engage with discomfort - I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential/Desirable	Application/Interview
Champion Diversity - I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential/Desirable	Application/Interview
<b>Collaborative</b>		
One Team - I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential/Desirable	Application/Interview
Accountable - I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential/Desirable	Application/Interview
Outcomes Focused - I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential/Desirable	Application/Interview

The information on this form will be the basis on which the applicants will be assessed for shortlisting purposes.

**The interview process for this post will consist of a written test, an exercise involving young people, a short presentation of this exercise to the interview panel and then an interview.**