



## JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES) Manager Template

<b>JOB TITLE:</b>	Registered Manager (Children’s Residential Services)		
<b>GRADE:</b>	G11	<b>SERVICE AREA:</b>	Children’s Services
<b>JOB CODE:</b>	SS00137		
<b>REPORTS TO:</b>	Residential Services manager	<b>LOCATION:</b>	Locations across Children’s Residential Services
<b>SPECIAL CONDITIONS:</b>	<ul style="list-style-type: none"> <li>Enhanced DBS disclosure is required for this post</li> <li>Ability/willingness to work across children’s residential services as required</li> <li>To undertake on-call duties on a rota basis (allowance payable)</li> <li>To fulfil the requirements of ‘fit person’ as determined by the relevant registration body</li> <li>To communicate verbally with customers and provide advice and/or information in accurate spoken English</li> </ul>		

*At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council’s vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:*

- Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- Embrace change and strive for improvement continuously;*
- Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- Challenge the status quo, enable and empower, act with integrity.*
- Together, they will deliver services that the people of Walsall will be proud of.*

### 1. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council’s Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council’s responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

## **2. Main purpose of the job role:**

To lead and develop the residential team to achieve positive outcomes for children and young people, through the provision of safe, high quality, personalised care and support which meets legal and regulatory requirements and ensures value for money.

## **3. Role specific duties and accountabilities:** *please refer to [role of the manager](#) detail or advice & guidance document*

### ***Horizon Scanning***

- To develop and maintain effective relationships with statutory, voluntary and independent sector colleagues to ensure the identification and mobilisation of resources to the benefit of children and young people
- To ensure the service operates within a children's rights framework and that the team understand, respect and actively promote children's rights.
- To ensure the active involvement and participation of children and young people in all aspects of service delivery including care planning and review processes, staff appraisal and service design.
- To ensure the evaluation of risk and the protection of young people from harm, including the provision of a safe and stimulating living environment.
- To promote effective internal and external communication; including the appropriate handling and management of sensitive information.
- To plan and regularly review the work of the team, initiate new developments and any other changes as appropriate in accordance with best practice and in consultation with the Residential Services manager.

### ***Leading People***

- To work with colleagues to recruit and select staff in the Children's Service division in accordance with the Council's procedures in respect of safer recruitment.

- To ensure that all new staff members are fully inducted and are aware of the Directorates policies in respect of health and safety, anti-discriminatory practice and Walsall Borough Council's strategic plans.
- To enhance the performance and development of individuals and teams by ensuring a culture of reflective practice, regular supervision, team meetings and support. To respond to poor performance where expectations are not being met in accordance with Walsall Council Policy.
- Ensure that the training and development needs of staff in the team are identified, met and reviewed through the use of employee appraisal.
- To manage disciplinary, grievance, whistle blowing and sickness absence issues in accordance with Council policy
- Promote and enforce the Council's Health and Safety and risk management policies and maintain safe working practices for self and others.

### ***Managing Resources***

- Ensure the service is provided to the highest possible standard and the most efficient and effective use is made of all the available resources in compliance with council policy.
- Plan, monitor and review expenditure and financial commitment against the budget to ensure services are provided within cost limits, value for money and in compliance with the council's financial and other regulations
- To ensure the most efficient and effective deployment of staff within the team in adherence to local and national guidance.
- To ensure the environment is adequately maintained and reflects the needs of children and young people living there
- Maximise the use of alternative sources of funding to enhance the provision of services.
- Ensure the preparation and maintenance of all necessary records, including computerised records, for administrative and statistical purposes in accordance with Walsall Council policy and Data protection
- Contribute to the development and review of management information systems in planning and monitoring service activity
- To have responsibility for the day to day delivery of high quality small group residential care which maximises positive outcomes for children & young people in accordance and compliance with legislation, guidance and local policy and procedures.
- To share responsibility for the development and implementation of policy and practice frameworks which ensure that the health, welfare & safety of children and young people is promoted and safeguarded, and that their educational, employment and leisure needs are met.

### ***Managing Performance***

- To use quality assurance, management information and monitoring systems effectively to ensure performance targets are met and to drive up the performance and the quality of the service.

- To ensure that all statutory requirements are met and that all staff are fully updated when changes are made in respect of current developments, new guidance, research and legislation.
- To promote a positive public image of Walsall Council children's services and good community relations.
- To ensure that service users are aware and have access to the Complaints and Representation Process and ensure the children's service conforms to the Social Services Representation and Complaints procedure. To investigate and respond to complaints as required
- To promote anti-oppressive practice and enforce the Council's Equal Opportunities policy, and ensure services take account of the cultural, religious and linguistic background of users and meet the relevant Equality Standards.

### ***Managing Self***

- To be accountable for own learning and professional development through participating in team meetings, reflective supervision and undertaking training and personal and professional developmental opportunities as agreed.
- To keep up to date with Walsall Borough Council and services policy, national trends, research, government guidelines, legal issues etc.
- To contribute to the management and development of services as a member of the Children's Service's Management team.

### **4. Key Stakeholders and reporting lines**

- Reports to Residential Services Manager
- Responsible over Assistant Manager, Residential Childcare workers and Housekeepers.



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Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T observation = O	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> refer to corporate behaviours document		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I/T	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	A/I/T	3
<b>Accountability</b> - Adopt a ‘can do’ attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I/T	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I/O/T	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I/O/T	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
Demonstrates a comprehensive understanding of the legal, procedural and policy context of residential child care	A/I/T	3
Demonstrates a clear understanding of Working Together to Safeguard Children and its application in the residential setting	I/O/T	3
Demonstrates a good knowledge of relevant social work theory and best practice	I/O/T	3
Demonstrate a good understanding of how to effectively manage the complexities group living for children who may have challenging behaviour/complex needs	I/O/T	3
Demonstrates competence in work planning, prioritisation, problem analysis, time management and working to deadlines.	I/O/T	3

Skilled in making sound judgements based on analysis of the written facts	I/O/T	3
Ability to manage stress and work under pressure	I/O/T	3
Ability to lead & manage change	I/O/T	3
Ability to lead, motivate and develop a team, its work and its relationship within and outside of the agency.	I/O	3
Ability to prepare reports and presentations and deliver these in a formal setting.	I/O/T	3
High level inter-personal skills, including the ability to develop effective working relationships, undertake negotiation with third parties and promote good customer care.	I/O/T	3
Demonstrates the ability to effectively communicate with a range of people including children, families, professionals and the public	I/O/T	3
Ability to analyse a situation, make decisions and problem solve under pressure.	I/O/T	3
Ability to effectively manage a budget, business plan and develop and use quality assurance systems	I/O/T	3
Demonstrates an understanding of the importance of personal and professional development for self and others	I/O/T	3
Demonstrates a commitment to reflective practice and using learning to improve practice	I/O/T	3
Demonstrates an understanding and commitment to equality of opportunity and anti-discriminatory practice and the ability to challenge and rectify discriminatory practice at individual and systemic levels.	I/O/T	3
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
<p>It is <b>essential</b> that the post holder has/is;</p> <ul style="list-style-type: none"> <li>• Extensive experience of working with children/young people who may present with challenging behaviours</li> <li>• Substantial experience of working at a senior level in a residential setting</li> <li>• Experience of supervising other social care staff and challenging their practice where necessary</li> <li>• Experience of determining priorities in the implementation of a direct care service</li> <li>• Experience and commitment to the use of IT systems and communication tools</li> <li>• Experience of financial management in a social care setting and knowledge of best value principles.</li> </ul>	A/I/O/T	3

<ul style="list-style-type: none"> <li>• Knowledge and understanding of good customer care practices</li> <li>• Knowledge and understanding of the importance of performance management and the use of management information systems in operational management.</li> <li>• Working knowledge of health and safety issues.</li> <li>• Experience of quality assurance tools and processes.</li> </ul>		
<p><b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.</p>		
<ul style="list-style-type: none"> <li>• A Level 5 diploma in Leadership for Health and Social Care qualification or equivalent.</li> <li>• A professional qualification relevant to working with children which must be at a minimum level 3</li> </ul>	<p>A</p> <p>A</p>	
<p><b>Other Essential Requirements</b></p>		
<p>Commitment to a high quality transparent service to children and their families.</p> <p>Maintains emotional resilience in working with challenging behaviours and attitudes</p> <p>A commitment to professional updating and personal development.</p> <p>Enhanced DBS disclosure</p>	<p>A/O/I/T</p>	<p>3</p>
<p><b>Prepared by:</b></p>	<p>Jason Grainger</p>	<p><b>Date:17/11/2021</b></p>

**Note:**

The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for this post and will be assessed during interview.