

BRADFORD CHILDREN AND FAMILIES TRUST JOB PROFILE

DEPARTMENT: Children's Service	SERVICE GROUP: Specialist Services
POST TITLE: Service Manager (Operations Manager) - Children's Residential Homes	REPORTS TO: Head of Service Fostering, Residential and Placement Team
GRADE: Grade C	SAP POSITION NUMBER :

The following information is furnished to help those people considering joining Bradford Children and Families Trust to understand and appreciate the general work content of their post and the role they are to play in the *organisation*. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

The employee competencies are the minimum standard of behaviour expected by the Trust of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

As a candidate/employee you will be expected to demonstrate your ability meet the special knowledge, experience and qualifications required for the role.

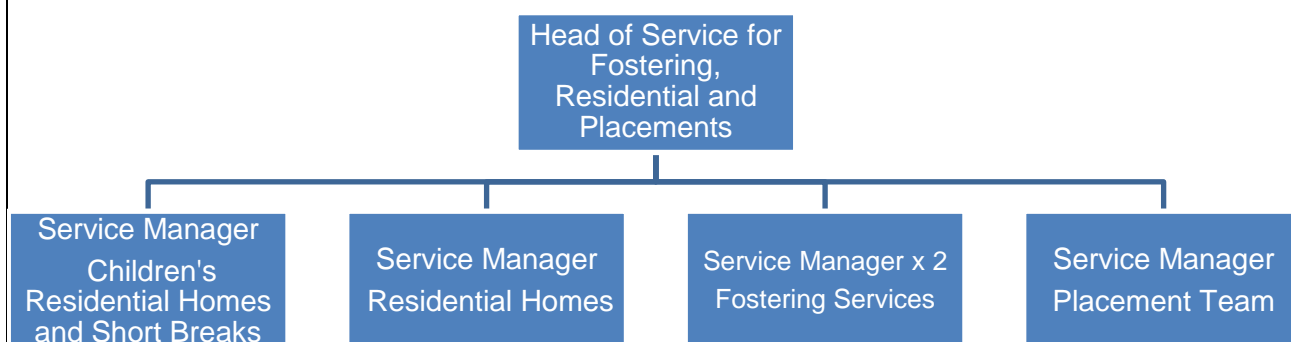
Key Purpose of Post: Max 3
<ul style="list-style-type: none"> • To be responsible for the effective leadership and management of the residential homes ensuring that the provision achieves good outcomes for vulnerable children and contributing to good outcomes for children in need of protection and/or looked after young people. • To provide specialist knowledge and experience for our children's homes that provides support for children in care. • To ensure that our children's homes are operating within the inspection framework and children's homes regulations and quality standards.
Main Responsibilities of Post
<ol style="list-style-type: none"> 1. Ability to safeguard and promote best outcomes for children and young people, recognising and responding to need including the assessment of risk and emotional resilience. Implement and monitor safeguarding policies and procedures to protect children and young people from harm, responding appropriately to any safeguarding concerns or incidents. 2. To support registered managers to ensure that the homes meet the relevant requirements (Children's Homes Regulations 2015 and Regulation 44) as set out in

legislation and are fully prepared and ready for regular Ofsted Inspections.

3. Regularly review and evaluate the effectiveness of care plans, policies, and procedures to ensure they align with best practices and regulatory requirements.
4. To ensure that young people's needs are met through a strong emphasis on communication and participation.
5. Collaborate with partner agencies to coordinate support services for children and young people.
6. Maintain open and regular communication with the families or guardians of children in care, keeping them informed of their child's progress and any significant developments.
7. To provide regular formal and informal supervision and management of the manager, encouraging professional development, completing and identifying training and staff development needs to ensure objectives are met. Develop and deliver training programs to enhance the skills and knowledge of registered managers and staff members.
8. Ensure that electronic administration systems are current and appropriate, that recorded information is accurate, and that timely data is provided by registered managers.
9. Develop the homes using performance data and quality assurance data to improve service delivery.
10. Promote and maintain a healthy and safe environment for all children, young people and residential staff by promoting a positive and respectful culture.
11. Support the home with new admissions and discharges from the service, ensuring where possible there is good succession planning.
12. Contribute to, and/or participate in projects and initiatives associated with the functions of both their own area of service delivery, and others as required, working alongside your colleagues to develop effective communication and to ensure continued service development.
13. To participate in meetings and training events as required by to meet the requirements of the service and role.
14. Joint responsibility for the recruitment and selection of the workforce required to effectively run this service ensuring that safe and appropriate recruitment processes are followed.
15. Ensure compliance with all relevant legislation, including the Children Act 1989, the Care Standards Act 2000, Care Planning Regulations and associated regulations.
16. Maintain up-to-date knowledge of current UK regulations and best practices in residential childcare.

- 17. Streamline operational processes to enhance the efficiency and effectiveness of service delivery. Ensure that the service area is subject to effective financial management and works to the allocated budget.
- 18. Be available on-call to respond to emergencies or crises within the residential facility.
- 19. Ensure that staff are trained in emergency procedures and that they are prepared to handle crisis situations effectively.

Structure:



Special Knowledge Requirement: Will be used for shortlisting

Experience of managing residential children’s homes including short break provision.	x
Experience of Ofsted inspections.	x
Ability to plan, prioritise and manage a heavy workload from a variety of sources while maintaining a high standard of quality and working under time constraints.	x
Able to manage successful service delivery in complex partnerships and an ability to build and manage relationships effectively and to bring people together to optimise partnership working.	x
Practical understanding of managing attendance and capability issues with the ability to exercise strong leadership skills and experience of investigating complaints/requests and demonstrate a high level of initiative, strong analytical and problem-solving skills.	x

Able to work on own initiative and manage the competing demands by effective self-management, motivation, and prioritisation.	X
Identifies risks in social work contexts and establishes appropriate strategies to counter them.	X
Carry out analysis of and report information and data from a range of sources, to identify financial and other issues, resolve problems and ensure compliance with financial procedures and requirements.	X
Relevant experience requirement: Essential for shortlisting	
Must have recent substantial relevant statutory experience of managing regulated resources for children and young people, particularly children's homes and short break provisions.	
A proven track record of excellent leadership and management skills, with a passion to improve the lives of our most vulnerable children and young people.	
Relevant professional qualifications requirement: Essential for shortlisting	
Degree qualification preferable in relevance to the post.	
Additional management training or qualification such as NVQ5 in management is desirable.	
Core Employee competencies at manager level to be used at the interview stage.	
Carries Out Performance Management – covers the employees' capacity to manage their workload and carry out a number of specific tasks accurately to a high standard.	
Communicates Effectively - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating, and persuading and handling private, confidential, and sensitive information.	
Carries Out Effective Decision Making - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self-effectiveness and any requirements to quality check work.	
Undertakes Structured Problem-Solving Activity - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.	
Operates with Dignity and Respect - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.	

Management Competencies: to be used at the interview stage.		
Operates with Strategic Awareness Work with corporate priorities and policies in a joined-up way with others, internally and externally. Works democratically, transparently, and accountably.		
Practices Appropriate Leadership Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self-interest for the sake of the team or service.		
Delivering Successful Performance Our managers monitor performance of services, teams and individuals against targets & celebrate great performance.		
Applying Project and Programmed Management Our manager's work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources, and take a positive approach to contingency planning.		
Developing High Performing People and Teams Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council's values and goals.		
Working Conditions:		
Post holder must be able to work evenings, weekends and Bank Holidays as required by the needs of the service.		
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.		
Special Conditions:		
DBS and Warner Process.		
Compiled by: Amandip Johal Date: 24.01.24	Grade Assessment Date:	Post Grade: Grade C