

Service Manager

Service	Reporting to	Location	Grade
Specialist Children Services	Head of Centre	Barton Moss Secure Care Centre	5A

About the role

- You will lead a small team of Heads of Homes and specialist teams ensuring through supervision, direction, and by example, that the Centre provides the best possible outcomes for all children.
- You must have the ability to develop the service, with an innovative approach, sharing a vision and culture that generates commitment to ensuring that services are responsive to the needs of service users.
- You should have experience of management including the development and implementation of improvement plans.
- You will ensure the Centre is always in compliance with the Children's Homes Regulations & Standards, Health & Safety requirements, and Youth Custody Service's contract.
- You will further develop the performance management of the Centre and strive to improve the Ofsted ratings of the Centre.
- You will know what services and resources are available to support children and you will ensure the Centre is up to date with all new developments, legislation, policies, and that they receive appropriate training and development.
- You will ensure that staff are regularly supervised and receive an annual PDR.
- You will monitor and respond to all Regulation 44 visits, Regulation 45 reports and Ofsted notifications.
- You will liaise with HR, LADO and all key professionals and develop strong partnership working across all agencies.
- Ensure systems and recordings are in place to evidence progress of children and ensure evidence is sufficient for OFSTED inspections. Ensure that all Ofsted updates are shared across the centre and that managers and staff are updated and trained sufficiently. Ensure systems and guidance are in place for behaviour management, bullying and restraint. This must be current and accurately reflect the changing client group.
- Ensure quality assurance arrangements and audits of children's files are carried out and any remedial actions, if required, are completed satisfactorily in a timely manner.
- Ensure staff sickness levels are closely monitored in line with the attendance management policy and that a consistent approach is adopted across the service.

- You will represent Barton Moss by attendance at key meetings across Children's Services and national networks.

Key outcomes

You will offer advice, support and guidance to staff and colleagues across our key partner agencies, to ensure best outcomes.

You will lead and manage staff meet regularly to share good practice, shared learning and Ofsted developments.

You will lead the recruitment, training and development of staff to ensure the centre is appropriately staffed and developed in line with requirements.

You will work co-operatively with others by readily sharing ideas, information, and knowledge, enabling full participation in assessment, planning, review and decision making. You will co-operate and work well with other professionals in pursuit of goals by sharing information, acknowledging contribution, and supporting others.

You will ensure that the safety and welfare of children, children that you encounter during your professional duties is paramount at all times, responding appropriately to signs of harm, abuse and neglect.

You will support, encourage, and motivate staff teams to ensure that every young person becomes a confident, resilient adult by focusing on building strong relationships, developing resilience, learning life skills and exploring opportunities to help them achieve their goals.

Through your drive and passion, you will ensure that the service operates at the highest standard, providing highly responsive care, built on trusting relationships.

You will ensure that there are robust effective systems in place that provide suitable evidence to Ofsted.

What we need from you

- Hold a Level 5 Diploma in Leadership and Management for Residential Childcare, Social Work Qualification or equivalent.
- Held a position relevant to the residential care of children and worked in a role requiring the supervision and management of staff working in a childcare role.
- Professional credibility through proven relevant experience
- Enhanced DBS clearance. Social work England registered if a Social Worker.
- You will have extensive experience of managing and supervising a range of staff with a proven track record of delivering an effective service.
- You will have substantial and relevant experience of working with complex children.
- Detailed knowledge of National Quality Standards, Children's Homes Regulations and Safeguarding Frameworks.
- Rigorously monitor and self-assess against standards, regulations and Ofsted inspection frameworks, intervening constructively when required.
- On occasions a willingness to work flexibly outside of standard office hours as required by the needs of the service. (On call rota @ evenings and weekends)
- You will demonstrate effective influencing skills and an ability to deal with conflict/confrontation by displaying confidence and reasonableness when advising on and discussing potential contentious issues.
- Ability to communicate equally, appropriately and effectively with the widest range of individuals and groups across all sectors and levels of society.
- To keep informed of all changes and developments in legislation, practice, regional and national resources and all other related issues which have implications for social work practice and procedures provided by the Authority and disseminate as appropriate to the managers and staff teams.
- You will have a good level of competency in computer skills & analysis including the use of Word, databases, the internet and email having regard to the GDPR and associated policies.
- You will ensure that all information received and disseminated, whether verbal or written, concerning all employees, prospective employees or clients, is treated in the strictest confidence, and that all such information held is regulated and controlled in a similar manner.
- You will actively promote equality by identifying potential for discrimination and challenging inequality in all circumstances. Through personal example, open commitment and clear action, you will ensure diversity is positively valued.
- You will carry out your duties to the highest standard, with full regard to the City Council and Service's policies, procedures, protocols and Code of Conduct.
- You will provide inspirational leadership and lead by example to enable staff to support children and young to improve their outcomes and enable them to reach their full potential.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteofapprenticeships.com/) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

#HappytoTalkFlexible



Salford City Council

Role details

Completed by:

Date:

Job code:

Job score:

Date of evaluation: