



TRAFFORD
COUNCIL

Hub Manager (Children's Services)

Role Profile

Service: Children's Services
Band: Band 11
Reporting to: Head of Service – Provider Services
Responsible for: Registered Managers children's homes, Kindle Outreach and Supported Lodgings and Staying Put Co-ordinators

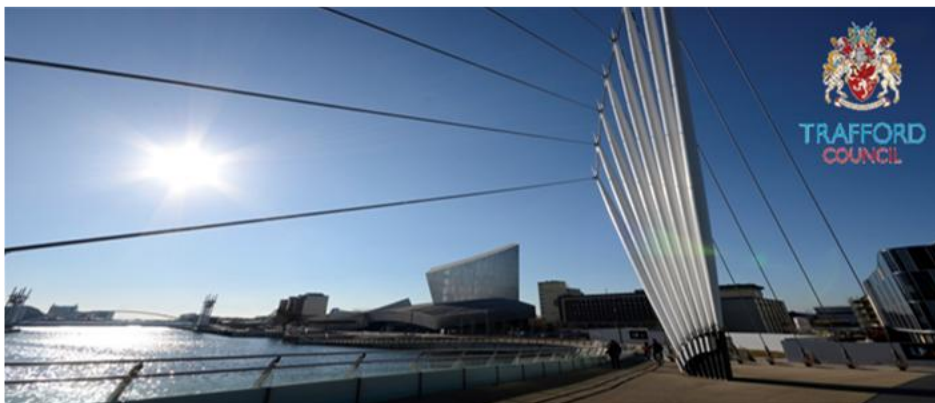
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation, and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Trafford has two children's homes, Kindle Outreach who deliver Trafford's Edge of Care offer and the Supported Lodgings and Staying put scheme. Through Kindle Outreach the role will be expected to oversee and influence effective intervention that enables children to remain at home with their families where parents and carers are provided with strategies and ways to keep their children safe in supportive family homes. The Supported Lodgings and Staying put scheme offers family-based placements to young people; you will lead on developing and expanding this offer in Trafford.

The principal of the role is to manage a range of services, support and placements for both our cared for children and care experienced young people as well as those on the edge of care; ensuring interventions include families and carers.

Your Main Priorities

- Ensure that children's and young people's needs are met within the regulated services and that their voices are clearly heard and can influence service delivery
- Oversee the quality of care and compliance within regulated services to be able to evidence that the services are meeting and exceeding regulations
- Drive forward service delivery for Edge of Care activities enabling more children and young people to safely remain at home with their families.
- Ensure Service and Team Plans are developed and delivered in line with the Council's planning framework
- Ensure effective collaboration across partner agencies, internally and externally, to deliver a streamlined service across a range of provision and into independent living for those who are care experienced.
- Ensure quality assurance and deliver against key performance targets

- Manage the Registered Managers in accordance with the Children's Homes Regulations (2015) and to establish and promote each home's aims and objectives, as specified in the Statements of Purpose
- carry out duties, as required, under the Council's complaints, disciplinary and grievance procedure, including the functions of an investigating officer across all settings

Key duties

- Lead the development of Children's Homes, Edge of Care and Supported Lodgings services, providing strong leadership as the Responsible and Nominated Individual.
- Ensure services are effectively managed and compliant with legislation, regulations, Children's Homes Regulations (2015), policies and health and safety requirements.
- Promote relational, strengths-based and restorative practice to achieve positive outcomes for children and young people.
- Ensure services meet children's social, emotional, educational, health and wellbeing needs through high-quality, evidence-based care and support.
- Build effective partnerships with Ofsted, partner agencies, communities, families and carers, ensuring plans for children are delivered.
- Engage children and young people in service development through consultation, participation and feedback.
- Provide strategic leadership, quality assurance and performance oversight, maintaining effective communication with senior leaders, elected members and key stakeholders.
- Manage complex budgets and resources, the services must be delivered within nationally defined Regulations and Standards including the Children's Homes Regulations (2015) and The Children's Act (1989)
- Lead and support a resilient workforce to deliver excellent care, progress plans for children with complex needs and help reduce the number of children entering care by supporting them safely within their communities.
- Ensure effective risk management, assessment and mitigation across services.
- Deliver service targets through responsive 24/7 support, managing changing levels of demand.
- Plan and manage resources proactively, identifying and addressing risks early.
- Ensure compliance with Freedom of Information requirements and information governance standards.
- Maintain robust systems and evidence to support Ofsted, HM Inspectorate and wider Council inspections.

- Be involved in any other duties commensurate to the role as required.

Statutory Requirements

To operate within the spirit and framework of The Children's Act 1989, Children's Homes Regulations (2015) and Safeguarding frameworks.

You will be expected to register with Ofsted as the Responsible Individual for Trafford's 2 children's homes and the Nominated Individual for the Supported Lodgings and Supported Accommodation scheme.

About You

Qualifications and Professional Development

- Level 5 Diploma in Leadership and Management for Residential Childcare or equivalent, as outlined in the 'Guide to the Children's Homes Regulations including the quality standards - April 2015'
- It is preferred that you have a degree level qualification, but not essential

Experience and Knowledge

- Knowledge and experience of managing and/or overseeing services regulated by Ofsted
- Knowledge of the legal framework for working with children & families, current best practice in sufficiency arrangements and detailed awareness of current national developments for children and families
- High degree of understanding around latest research, evidenced based interventions and an understanding of political and government policy drivers and evidence of business acumen
- Substantial and relevant experience of working with children, young people and families with complex needs
- Substantial experience of people and budget management
- Experience of intra and inter-agency work, collaborative and effective partnership working
- Experience of supervising a range of staff

- Experience of presenting to a range of forums internally and externally and project and change management
- Experience of working with data reports and performance management.
- Knowledge and experience of risk management and assessment

Skills and abilities

- Strong leadership, people management and stakeholder engagement skills.
- Ability to build effective partnerships and communicate positively with children, young people and professionals.
- Skilled in planning, managing and improving services, resources, quality and performance.
- Ability to translate strategy into delivery plans, targets and measurable outcomes.
- Experienced in leading change, partnership working and service integration.
- Strong performance management, audit, evaluation and conflict resolution skills.
- Effective communicator with good IT, reporting and record-keeping skills.

Special Conditions:

- DBS required - The post requires an Enhanced DBS
- Politically Restricted
- Car User – Ability to meet the travel needs of the post
- There will be a requirement to work unsocial hours to meet the needs of the service

Date prepared/revised	20/10/26
Prepared/revised by	LC/CG
Job Evaluation	

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.