Children's Home Registered Manager — Role Profile

Service: Children's Services – Children's Directorate
Band: Band 10
Reporting to: Hub Manager
Responsible for: Residential Workers

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

Residential care for children is a part of the overall network of services for children. Section 20 Children Act 1989 places a duty on a Local Authority to provide accommodation for a child 'who appears to them to require accommodation', as a result of specific circumstances. The Local Authority also has a duty to provide accommodation to children and young people who are the subject of a Care Order or Emergency Protection Order.

The role of a Registered Manager (Registration with Ofsted as the home's Registered Manager) holds responsibility for the provision of a quality children's home service which includes management oversight for work with children, young people and families in care and leaving care providing 'staying close' support. The role proactively provides support and supervision to a team dedicated to delivering care and support interventions to complex children, young people and their families. The role is involved in the quality assurance of services, developing and monitoring systems and delivery and managing significant resources including deployment of workers across the service to provide a 24-hour service.

Your Main Priorities

- Acting as the Registered Manager for the residential home in accordance with the National Minimum Standards and regulations for children's homes and to implement and promote the home's aims and objectives, as specified in the Statement of Purpose.
- Ensuring that action plans arising from Ofsted inspections are written within the given timescales and fully implemented and contributing to and supporting the development of service delivery and team plans.
- Being responsible for the provision of a quality residential service as directed by the Hub Manager, including management oversight for work with young people and families and care planning where required.

- Working with and managing high levels of complex, high-risk children and young people and families with challenging behaviours within a 24-hour environment, including being the lead decision-maker on key issues.
- Ensuring effective collaboration across partner agencies, internally and externally, to support the delivery of the service.

Key Duties

- Supporting the effective management and organisation of the service in accordance with procedures/guidelines and all appropriate legislation, ensuring that service policies, practices and procedures are implemented, and that the home operates according to its statement of purpose and function.
- Managing a residential team of staff dedicated to delivery high quality support and intervention. Proactively providing support, direct or indirect coaching/training of staff to improve staff skills and knowledge, induction, supervision and appraisal, direction and management, including recruitment, induction and performance management. Ensuring appropriate staff and management cover is available to fulfil the statement of purpose and function and staffing policy.
- Being sensitive to the needs of individual children and young people regarding race, culture, language, religion, gender, sexuality and culture-specific events.
- Developing and maintaining effective working relationships with families, colleagues, managers, all partners and stakeholders to meet the assessed need of children and young people and ensure multi-agency planning is strengthened through a holistic plan and through effective and timely sharing of information.
- Being responsible, together with the Hub Manager, for the delivery of residential placements across the service for children and young people with complex and challenging behaviours.
- Responsibility for ensuring that risk management and assessments are carried out and implemented.
- Supporting driving through a defined culture and intervention practice model and promoting a solution-focussed and restorative approach across practice.
- Managing effective partnership working through strategic outward facing role whilst overseeing a broad range of operational services and support.
- Reporting malpractice or evidence which may suggest it to the line manager or other appropriate person by the whistleblowing procedure.
- Ensuring that all allegations or suspicious of harm and abuse are responded to quickly and in line with the service procedures to safeguard children and young people.
- Ensuring that children and young people have up-to-date records that reflect the care and support they are afforded whilst living in the home; demonstrating consultation and positive outcomes for identified areas of need.

- Together with the Hub Manager, being responsible for complex budgetary planning, expenditure, financial monitoring and control.
- Contributing to overall strategic planning and management of the service and to the development of high-quality services.
- Managing, facilitating and supporting robust systems through regulation visits, collation and analysis of information and reporting, monthly monitoring systems and regular file audits in line with the service quality assurance framework.
- Chairing, when required, any meetings in relation to children and young people.
- Undertaking any other duties commensurate with the grade of the post which may be required by the service.

Statutory Requirements

Operating within the spirit and framework of the children Act 1989, National Minimum Standards, Children's Homes Regulations and Safeguarding frameworks.

About You

Qualifications and Professional Development

- Hold a final level Social Work professional or occupational qualification i.e. CQSW, CSS, DipSW or Level 5 Diploma in Leadership for Health and Social Care or a demonstrable ability to complete the qualification within an agreed timescale
- Plus NVQ4 in Care Management (or willingness to undertake it)
- Evidence of continued personal and professional development

Experience and Knowledge

- Detailed working knowledge and understanding of operating within the framework of safeguarding and child protection (including LADO requirements), the Children's Act 1989 & 2004, National Minimum Standards, Working Together to Safeguard Children 2018, Children's Homes Regulations, Common Assessment Framework, and Safeguarding frameworks.
- Substantial experience liaising directly with service colleagues, other agencies, partners and professionals; and working with children, young people (aged 10-18) and their families with social care needs

- Significant experience in the provision of residential care for children and young people with complex and challenging behaviours, including at least 1 year in a senior or management role – understanding of the impact of trauma, neglect and early adversity on them
- Experience of recruitment and the formal supervision and personal development of staff, including supporting staff in challenging situations
- Experience of working with established systems and procedures to ensure secure and accurate recording of information and of compiling clear and concise reports for a range of audiences
- Experience of budget management, including monitoring and recording and an awareness of best value and ensuring prudent resource management, including decision making for complex expenditure
- Understanding of best practice in the care of children and young people, the principles of child development and support and the importance of being a consistent and caring adult role model
- Understanding of and commitment to Restorative Practice
- Knowledge of the Health and Safety at Work Act 1989, IOSH and willing to undertake subsequent responsibilities
- Understanding of the role of Ofsted and their inspection framework
- Knowledge and understanding of the management of change and your role within it
- Understanding of confidentiality and data protection responsibilities within the role
- Knowledge and experience of risk management and assessment

Skills and abilities

- Effective leadership skills providing direction to ensure the successful high quality performance management, motivation and development of staff to achieve service priorities and drive continuous improvement
- Effective engagement and communication skills, both verbally and in writing, with the ability to build collaborative working relationships at all levels, internally and externally: using active listening, self-regulation and emotional competence
- Ability to influence, communicate and negotiate clearly and successfully with a wide range of audiences, working effectively and collaboratively with partners, agencies and stakeholders
- Developed caring skills and ability to drive forward plans for children and young people: promoting positive behaviours and working relationships with children and young people with complex and challenging behaviours
- Excellent analytical skills with the ability to interpret complex information/situations and make sound judgements/provide effective solutions to problems
- Ability to work on own initiative, using knowledge and experience to exercise judgement before reaching a decision

- Organisational skills: ability to develop plans, apply strategic thinking to identify risks, challenges and opportunities, meet service targets and deadlines, and direct clinical specialist resources to meet the needs of the service
- Good level of IT skills including familiarity with Microsoft Office

Special Conditions

- To complete an application to Ofsted and be successful in the registration process to be the Registered Manager of the home. This is a condition of continued employment
- Enhanced DBS clearance
- Car User – ability to meet the travel needs of the post, which may involve significant travel implications and involve transporting children and families
- Ability to provide management support within the standard core hours of 9am-9pm, ability to work flexibly and provide cover dependent upon service needs

Date prepared/revised	Revised 07/11/2025
Prepared/revised by	S Rimmer / G Perryman / L Shellabear / C Gardner
Job Evaluation	Re-evaluated 05/11/2025

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.