

**Job Description:**

**Head of Children's Services & Registered Manager (Children's Home)**

**CARE DEPARTMENT**

**Accountable to:** Director of Care Services – CEO/Principal holds Responsible Individual status

**Direct Reports:** Assistant Managers

**Salary:** £43,190 to £52,788 per annum + benefits

**Hours:** 37.5 hours per week, part of 7 day on call rota with flexibility to do evening and weekend shifts, 52 weeks

**Disclosure level:** Enhanced DBS (Child and Adult barred list check)

**Budget Accountability:** Departmental as agreed within annual business plan

**Is this role covered by a Collective agreement?:** No

**Job Summary**

The key responsibilities of the Head of Children's Services includes the direct leadership and registered management of the Children's Home that consists of six separate houses (all located on one site) with a total capacity of 24 beds that is registered to accommodate children with complex needs learning disability autism and or multi-sensory impairment (as @ July 2020 there are currently 16 children and young people in residence).

The Head of Children's Services, assisted by 2 Assistant Managers each with line management of one 'Hub' of 3 houses', each home having a designated House Manager and staff team. The homes support the children to ensure that the highest standards of care excellence is in place to meet and positively promote their needs, provide opportunities to advance their communication, independence and life experience.

The Head of Service will hold one registration for all six children's homes with Ofsted and will work within the Statutory Legislation as set out within the Care Standards Act 2000 and the Children's Home regulations (2015) and Quality Standards. The Head of Service will assure the quality of care delivered and that the service is fully compliant with Ofsted's regulatory social care common inspection framework (SCCIF) and any additional relevant legislation.

As a Head of Service, you will be required to work in positive collaboration with a team of other operational service heads from across the Trust to ensure, plan and deliver excellent holistic services to the children and young people at the Trust.

**About Seashell Trust**

Originally founded in 1823, Seashell Trust is a nationally recognised and registered charity based in Cheadle Hulme, Stockport operating under the aegis of the patronage of Her Majesty the Queen. The Trust consists of the Royal School Manchester (RSM), Royal College Manchester (RCM), care homes, outreach, health and family services.

The Trust specialises in providing integrated education and care for children and young people with the most complex neuro-disabilities, including children with a combination of deafness,

blindness, autism and attendant profound physical and multiple learning disabilities and /or difficulties (PMLD), collectively often described as a “high needs” or “complex needs.

All of the children and young people have significant neurological problems and critically, all of them have limited or even no ability to communicate independently.

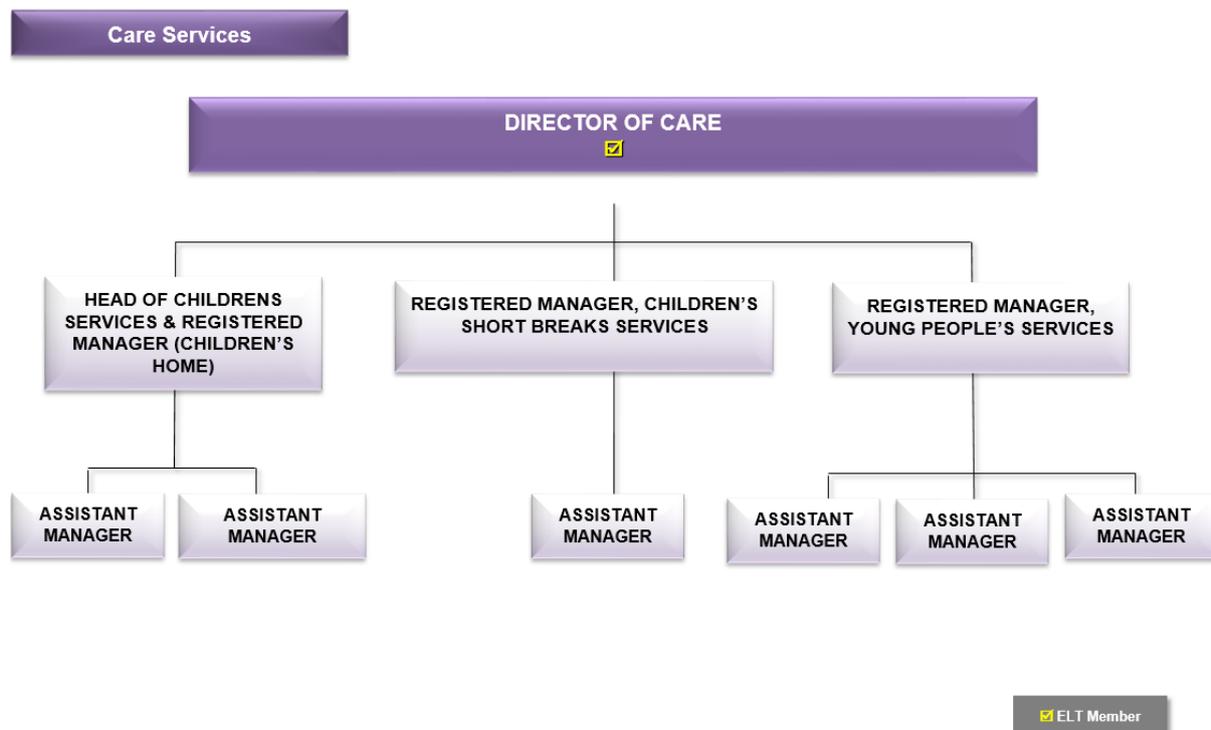
Our vision is for the children and young people in our care to be safe, happy and to achieve the best possible best outcomes so that they are valued and valuable members of their communities.

A specialist staff team of over 500 people form ‘Team Seashell’ and include speech and language therapists, audiologists, physiotherapists, teachers, swimming instructors and residential care workers, who educate, care and support our day and residential students.

In 2016, the Trust completed a new build programme, providing 17 new houses in a village setting on site for residential students or for those requiring a short break package. These homes are specifically adapted for children and young adults with a range of disabilities, and provide a pleasant living environment in a community setting. They enable residents to develop their independence skills as well as share homes, often with peers from the school or college. The homes support residents' transition to adulthood as they enjoy opportunities to become independent and learn valuable, life-long skills.

In April 2020, Seashell Trust was granted planning consent to develop our new school and campus, with some adaptations to college building, new sport facilities, training and early years assessment centre.

## Care Structure Chart



## Seashell Trust Strategic Priorities: through our people we will...

### 1. Help children and young people to live their best lives

Help children and young people with the most profound and complex needs, and their families, to live their best lives and be happy and valued members of their communities.

## **2. Provide high quality education and care**

Provide high-quality, coordinated, and seamless specialist education, care, communication skills, therapy and early intervention services for students from across the UK.

## **3. Be an employer of choice**

Be an employer of choice, engage with and value our team and forge strong links with partners and sector leaders to develop the range of specialist services, provision, training and training facilities offered by Seashell.

## **4. Lead good practice and innovation**

Establish Seashell its School, College and campus as a regional, national and international centre of excellence for children and young people with very special needs.

## **5. Focus on wellbeing, sport and recreation and bonds with local communities**

Place inclusive wellbeing, sport, recreation at the heart of our work, with a regional and national centre for student and community use.

## **6. Deliver strong management and leadership**

Underpin the work of the Trust with robust financial practices, safeguarding of our children and young people, good governance and a supportive approach to our colleagues

### **Main Duties**

#### **Leadership and Management**

- As a member of the Senior Care Leadership Team, lead and direct the full implementation of care management and independence programmes for all children across the six registered homes.
- Undertake strategic and operational responsibility for the development of the service and the efficient and effective management of care practice ensuring the highest quality and professional standards for the staff team and young people.
- Ensure that all actions and decisions take consideration of the impact on our children, young people and families in accordance with Seashell Trust's Core Values
- Act as a role model for colleagues in terms of standards of behaviour, professional expertise and integrity.

#### **Quality Assurance**

- As the Registered Manager of the Children's Home ensure the highest Standards of Care Excellence are provided, and that the service fully complies with all statutory regulations, governance and Care quality standards
- Delivery of service through Key Performance Indicators for the Children's Home Service
- Develop and implement appropriate quality assurance systems that monitor and record the quality of care for children and action any required improvements (Regulation 44 Regulation 45)
- Regulatory monitoring, inspection questionnaires and ensuring the completion of weekly/monthly QA audit actions to ensure inspection levels/ratings are maintained
- Report and notify Regulation 40 to external agencies in line with legislation

- Develop and foster positive working relationships and effective communication links with children, families, social workers, advocates and all relevant professionals and other external agencies
- liaise with and be the primary contact for families and other professionals for each child for whom s/he has responsibility as a case manager
- Enable and empower children and promote an extended curriculum which enhances communication, independent and life skills working in collaboration with the education setting and evaluating IEP/ISPs in conjunction with education keyworkers / teachers
- Ensure children are included and supported in decision-making under relevant legislation guidance, to have a voice and choice and express wishes and feelings
- Ensure children have their cultural and diversity needs met through appropriate planning with families and carers
- Prepare reports, facilitate meetings and reviews where required, arrange suitable attendance for all meetings (internal and external) in line with legislation ensuring all relevant information is available and accessible at all times
- Assist the Trust executive leadership team and other senior personnel as required in collating and preparing management information and reports for meetings and presentations
- Participate in and contribute to the multi-disciplinary assessment process for new children referred to the Trust as part of the formal admission and transition process including visits to children's home or previous placement where required
- Communicate and review on a regular basis progress of children with key staff in education supporting and contributing to educational reviews when required Annual/LAC/CIN

### **Risk Management**

- Effectively maintain the registration for the Children's Home under your aegis in line with the statutory and regulatory compliances;
- Maintain a Statement of Purpose as per Regulation 16 Schedule 1
- Ensure all children and young people have their own detailed individual risk assessment in place and updated as assessed needs develop or change.
- Ensure all new admissions and transitions have a detailed impact and group risk assessment in place to mitigate potential detriment and ensure peer compatibility
- Ensure Regulation 46 'locality risk assessment' is in place and updated annually
- Ensure the safe administration storage and dispensing of prescribed medication including PRN and homely remedies;
- Ensuring adequate supply of medication is kept in stock and to maintain complete accurate records including MAR sheets, medical notes and complete weekly medication audits;
- Ensure all children's/young people's health care needs are met;
- Ensure that the Health Care Plans, associated Action Plans and any related protocols are fully completed, signed off and affirmed as the RM in collaboration with other relevant Health Care and Allied Professionals

## **Workforce Development**

- To deliver strong inclusive leadership to the team that promotes a culture of open and participatory practice delivering excellent care services and value based behaviours of staff.
- Provide presence and strong leadership, professional coaching, expertise guidance and direction for the care team whilst managing their performance and professional development.
- Line manage, monitor, support and supervise a children's caseload and the staff team to ensure the highest standard of care is delivered at all times.
- To promote an integrated approach across education health and care within the Trust ensuring good effective professional and collegiate relationships.
- Lead regular team meetings, professional reviews, development of staff and carrying out performance management meetings as and when required.
- Deliver effective supervision and annual appraisal in line with regulatory requirements
- To deliver strong inclusive leadership to the team that promotes a culture of open and participatory practice delivering excellent care services and value based behaviours of staff.
- Accessing the support of the Trust's HR / Recruitment Team to select, recruit and retain staff of the highest calibre to ensure a safe, nurturing and positive working environment that delivers quality care services.
- Ensure that that efficient recruitment, retention and deployment of a dedicated team of care support staff is delivered within an identified staff work schedule/Rota
- Plan efficient use of staff resources through accurate staff roster and staff management details that meet the needs of children to ensure continuity and consistency of care with the allocation and deployment of the best skill mix of staff.
- Prepare advanced 6 – 8 weekly rota, planning and detailing any leave of absence and training to ensuring staff cover is at the relevant level. All information will be kept up to date and accurate including lieu time, holidays and providing information for payroll services as required.
- Co-ordinate across children's care services ensuring the quality of care remains at high standard and cost effective cover is in place to ensure activities and opportunities to promote the well-being of each child is available.
- Manages and supports staff to maintain effective appropriate caring professional relationships with children and young people, parents, colleagues, outside agencies and other professionals.
- Ensure a keyworker is identified for each child and ensure that the legislation around the keyworker role is met.
- Develop and prepare a workforce development plan that ensures staff learning and continuous development is in line with relevant legislation, identify training requirements on an annual basis to inform the Trust's Training Needs Analysis

## **Service Improvement:**

- lead and manage upon all aspects of the provision and care including effective assessment, planning, implementation, monitoring and progress evaluation of all individual care plans, independence and other effective learning activities and experiences through educational and therapeutic programmes
- Ensuring 24-hour care and integration of service delivery are in place for all the children and young people within your service
- Ensure the maintenance of registration standards as laid down in the Children's Home Regulations and Ofsted Quality Standards;

- Ensuring all relevant policies, procedures and good practice arrangements are in place to meet the Ofsted Quality Standards compliance;
- Ensure the day-to-day management and administration of the children's services in accordance with statutory regulations and organisational policies;
- As the Registered Manager of the Children's Home ensures the highest Standards of Care Excellence are provided, and that the service fully complies with all statutory regulations, governance and Care quality standards.

## **General responsibilities**

### **Additional Duties**

**NB:** This is not an exhaustive list and will be reviewed and revised as necessary in discussion with the post holder at least annually as part of the appraisal system.

In addition to the accountabilities identified above, carry out any reasonable task as defined by the Director of Care within the role and remit commensurate with the level of accountability and responsibility of this post and to flexibly respond to the exigencies/needs of the service including a senior On- Call Rota.

### **Equality, Diversity and Inclusion**

To support all service users to develop skills that enable them to prepare for transition, participate in further education, supported employment and to live in households where they are supported to manage their income effectively.

To adhere to the Charity's policies and procedures on Equal Opportunities and Diversity.

### **Safeguarding**

To demonstrate commitment to, and adhere to the Charity's policies and procedures for safeguarding and promoting the welfare of children, young people and vulnerable adults.

All contact positions will be subject to an Enhanced Disclosure via the Disclosure and Barring Service (DBS) all employees are required to register and maintain an online update service DBS subscription.

### **Health and Safety**

All employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and must follow these in full at all times, including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment for students, colleagues and visitors.

Infection prevention and control is everyone's responsibility all staff are required to adhere to the Trusts Infection Control Policy.

All offers of employment are subject to receipt of satisfactory medical information on our Medical Questionnaire and a satisfactory health assessment. The Trust requires certain information before employees start employment, to ensure that they will be able to perform the requirements of the job and give reliable service, and to ensure compliance with relevant Health and Safety regulations. The information is also required in order to establish whether any reasonable adjustments may need to be made to assist employees in performing their duties, in accordance with the Equality Act 2010.

All employees have a responsibility to keep their line manager fully informed of any health related issues that may affect them undertaking their day to day role.

### **Policies and Procedures**

All staff are required to undertake an induction and familiarise themselves with the Trusts policies and procedures which can be found on our SharePoint page. You may be signposted to policies and procedures throughout the duration of your employment for example through probation period and subsequently in your supervisions which will be held on a regular basis with your line manager.

### **Confidentiality and Data Protection**

All staff must maintain confidentiality of information about students and staff and meet the needs of the General Data Protection Regulation 2018 (GDPR) at all times. Staff must follow the Trusts Policies and Procedures in this area. Any confidential information gain by a member of staff in their role must not be communicated to other persons except where required in the recognised course of duty.

### **Right of the Child**

To adhere to the guiding principles of the Convention of the Rights for the Child which include non-discrimination; adherence to the best interests of the child; the right to life, survival and development; and the right to participate.

<b>Person Specification</b>		
	<b>Essential</b>	<b>Desirable</b>
Education and Qualifications	<ul style="list-style-type: none"> <li>• Level 5 Management and Leadership for Residential Childcare or equivalent</li> <li>• Level 2 IT qualification or commitment to complete this qualification</li> <li>• Good standard of general education including GCSE English and Maths (grade A-C), or level 2 numeracy and literacy</li> <li>• First Aid at Work qualification or commitment to complete this qualification</li> <li>• British Sign Language Level 1 or commitment to complete this qualification</li> <li>• Safeguarding qualifications in child and vulnerable adult protection or commitment to complete training in this area</li> </ul>	<ul style="list-style-type: none"> <li>• Degree and/or MA</li> <li>• Professional qualification in Social Work, Health and Social Care or Nursing and Medical Services e.g. Diploma in Social Work, RGN</li> <li>• Level 7 leadership and management</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Extensive knowledge and experience of working with people within one or more of the following specialism, learning disabilities, complex needs, autism, health and mental health as either a Registered Manager, Operational Manager or Head of Service</li> <li>• Experience of management and leadership in a care and/or residential education setting operating under the Children's Home Regulations and OFSTED Quality Standards and</li> <li>• Experience of effective leadership and line management of staff</li> </ul>	CQC Essential/Fundamental Standards for Homes for young adults where appropriate

	<ul style="list-style-type: none"> <li>• Experience of positive Behaviour Management support systems and processes</li> <li>• Budget management experience</li> </ul>	
Skills and knowledge	<ul style="list-style-type: none"> <li>• Knowledge and understanding of Safeguarding legislation and procedures</li> <li>• Knowledge of safe administration of medication policies and practice</li> <li>• Ability to manage cohesive and effective team working</li> <li>• Ability to work on your own initiative, within agreed procedures and parameters</li> <li>• Ability to establish effective communication with children/young people, staff, relatives, external agencies and other professionals</li> <li>• Good written and verbal communication skills, ability to write and maintain reports and children/young people's notes and to communicate effectively with parents, staff and other professionals</li> <li>• Ability to work effectively as part of a multidisciplinary team</li> <li>• Able to listen to and act on instructions</li> <li>• Ability to prioritise and organise day-to-day workload</li> <li>• Ability to organise, support and co-ordinate group or individual activities that develop appropriate life skills and meet the children/young people's areas of interest</li> <li>• Knowledge of communication strategies for non-verbal learners</li> </ul>	

	<ul style="list-style-type: none"> <li>• Experience/awareness of person-centred planning and its application to support children/young people</li> <li>• Car driver and willingness to use own car in line with Trust's Safe Driving policy</li> <li>• Willingness to undertake MIDAS Training and Assessment to drive Trust minibuses</li> </ul>	
Personal Qualities	<ul style="list-style-type: none"> <li>• Good time-keeping</li> <li>• Reliable</li> <li>• Resilient</li> <li>• Flexible approach to work</li> <li>• Commitment to the provision of high-quality care services</li> <li>• Commitment to maintaining continuous professional development of yourself and your staff team</li> <li>• Ability to remain calm under pressure in order to maintain low arousal approach and environment for students</li> <li>• Ability to form professional and effective working relationships with parents and external stakeholders</li> </ul>	