

JOB DESCRIPTION

WARRINGTON
Borough Council



<u>DIRECTORATE:</u>	Families and Wellbeing
<u>SERVICE:</u>	Children's Social Care
JOB TITLE:	Service Manager – Residential Care
GRADE:	12
LOCATION OF WORK:	As required across all work locations within Warrington Borough Council and outside the geographical area as required through service provision
DIRECTLY RESPONSIBLE TO:	Head of Service
DIRECTLY RESPONSIBLE FOR:	Residential Managers and Supported Accommodation Managers
HOURS OF DUTY:	37 per week

PRIMARY PURPOSE AND SCOPE OF THE JOB:

To be responsible for Residential Children's Home Managers within the service who oversee Ofsted registered homes and Supported Accommodation home Managers within Warrington, ensuring that services are delivered to the highest achievable professional standards, meet key measurable objectives and operate within clear and up to date operational policies.

To develop our residential services by taking a key role in increasing placement sufficiency within Warrington, for children who require residential care or supported accommodation. As such working with internal and external stakeholders, and Ofsted to ensure our placement provision provides the best possible care for children. To be responsible for managing new residential / supported accommodation projects, budgets and delivering agreed outcomes in line with project plans.

To provide strategic support to shape and influence an environment, which enables excellent practice to flourish by setting high standards and motivating others to do the same. Lead by example, showing integrity, creativity, resilience and clarity of purpose; being visible and accessible to staff, and where appropriate to children and families.

To ensure all of our Ofsted registered Children's Homes meet the 'Children's Homes Regulations', and are rated as GOOD or OUTSTANDING.

To embed and adopt our systemic model of practice rooted in relational work with families, which emphasizes people's relationships as key to understanding their experiences.

To lead service improvements and ensure oversight of performance to ensure the service is delivered effectively and efficiently.

To be responsible for the delivery of an annual business plan.

Support the implementation of corporate or national policy and practice initiatives.

To provide strategic and operational support to the social work service to children and families working within local and national guidance, legislation and case law.

To lead on partnership work across the residential, edge of care and social work services, with links to locality partner agencies.

To deputise in the Head of Service absence on his/her behalf

WORKING RELATIONSHIPS

The following list is not exclusive but represents the majority of services/personnel that the post holder will be expected to have working relationships with, some more frequent than others:

- Children, young people and their families/carers
- DCS & Heads of Service
- Residential, Supported Accommodation and Edge of Care Managers / staff
- Conference and Review Managers, Team and Service Managers, staff with particular responsibility for a service area e.g. legal officers, fostering, adoption
- Partners in other Divisions within the Directorate
- Partners in other Council Directorates, particularly legal services, housing advice
- Partners in Health Trusts, particularly those with responsibilities in working with children and families such as midwives, health visitors, named nurses, etc.
- Partners in criminal justice agencies such as the Police Service, Probation Area, and Youth Offending Team
- Partners in voluntary sector services, particularly those services that have contractual relationships with the Division
- Leadership team of Families & Wellbeing, Director of Children's Services, Operational Directors, Heads of Service and other Senior Officers within the Council
- Elected members

KEY TASKS AND ACCOUNTABILITIES:

MANAGEMENT RESPONSIBILITIES

- Provide strategic oversight of Warrington's Residential and Supported Accommodation Service on behalf of the authority, as agreed by the Head of Service.
- Develop and manage plans to increase placement sufficiency across Warrington.
- To drive excellent practice by ensuring robust challenge and support. To oversee our Registered & Supported Accommodation Managers on a day to day basis, as well as overseeing decision making across our residential, supported accommodation provision to ensure we meet Ofsted regulations.

- Ensure managers are supported to provide a safe, calm and well-ordered environment for all staff.
- Ensure the effective allocation of work across the service, ensuring that high priority work is accorded the appropriate status.
- Provide regular professional supervision for Registered / Supported Accommodation managers and ensure they in turn provide good supervision, support and challenge to other residential / supported accommodation members.
- Effectively manage, monitor, evaluate and review performance targets, identify poor performance and take necessary action.
- Ensure the service area meets any national, regional or local strategies or service frameworks
- Promote reflective thinking to drive effective discussions to enable reasoned and timely decision-making
- Identify individual training needs and develop plans for individual members of staff. Deliver this training where need be in situ or planned to staff.
- Help practitioners to make decisions based on observations and analysis, taking account the wishes and feelings of children and families.
- Participate in the recruitment and selection of new staff and progression panels for existing staff
- Oversee induction programme for new members of the team
- Participate in out of hours on call management rota
- Deputise for the Head of Service as required
- Make effective use of power and authority applying an ethical approach to the exercise of authority, which develops and maintains relationships with families and professionals. Take into account diversity, the experience of discrimination and the impact of poverty.
- Respond and liaise with the public, professionals and colleagues using appropriate methods of communication, recording as required on the appropriate system.
- Produce and use data to understand current demand, historical patterns and likely future trends. Scrutinise system performance and devise and implement effective and timely improvement plans.
- Manage delegated budgets; identify any projected variances and implement realistic solutions in partnership with the service management team.
- To have strategic oversight of the entire service including having a clear vision and understanding of collective strengths and weaknesses.
- To chair planning meetings for children in our care, and if required attend strategy / MFH meetings.

- To respond to complaints and requests for information from members of the public, Councillors and MPs and to Freedom of Information Act requests
- To ensure the work of the service meets the expectations of external bodies e.g. Court, Ofsted.
- To have devolved responsibility for the management of budgets within the designated service area.
- To ensure compliance with ICS requirements and use of departmental children's information record. (Mosaic)
- To take responsibility for own continuing professional development, maintaining an up-to-date and accurate record of activities in line with requirements of the social work regulator.

SERVICE DEVELOPMENT

- To contribute to the development of the service as an active member of the children's management team; contributing to the annual service plan, management service meetings and deputising for the Head of Service in his/her absence and to provide cover for other managers as appropriate.
- To work with colleagues to develop specifications and service requirements for refurbished or newly developed accommodation.
- To be responsible for the development of effective working links between the team, service users, health, education, the voluntary sector and other section within the Council. To take a lead role with developing links with the local community where our services are based.
- To represent Families and Wellbeing Directorate at working parties, inter-agency forums and other groups as required.
- To ensure that the development of the service is informed by changes in legislation, developments in research and policy development and are sensitive to the wider political context.

Corporate Responsibilities – Managers

1. To support the Council's role in planning for and responding to civil and council emergencies using skills/expertise of the post holder and in accordance with council emergency procedures. To provide emergency contact details for the purposes of emergency and service continuity plans.
2. To ensure service continuity plans are in place for all the business units you manage that will enable them to deliver essential services following a business disruption and, where requested, ensure your service is prepared to respond to the needs of the community following an emergency.
3. To use the Council's office-based and mobile IT services for the input, access and

transmission of information using the appropriate level of information security and classification through the use of electronic mail, diaries, word-processing, spreadsheets and databases as well as any specific job-related applications as required to carry out the duties of the post.

4. To ensure the Council's data quality and information rights compliance by managing the administration of information, application systems, technology and staff so that the business unit complies with the Council's Information Management related policies.
5. To ensure adequate guidance is available to business unit staff through the production and maintenance of documented procedures and processes supported by relevant training.
6. During audits, to be able to demonstrate compliance with policies by the production of satisfactory supporting evidence.
7. To know and adhere to the Council's equal opportunities policy and equalities legislation and implement in relation to job responsibilities in employment and service delivery.
8. To take reasonable care for his/her own health and safety and any other person(s) who may be affected by his/her acts or omissions at work in accordance with Health and Safety legislation.
9. To co-operate with the Council in so far as it is necessary to enable it to comply with its duties under relevant Health and Safety legislation.
10. To be responsible for, under the direction of the Director, the risk assessment of officer's health and safety within their service area whilst at work and any other person's health and safety who may be affected by this undertaking for the purpose of identifying the measures they need to take to comply with the requirements and prohibitions imposed upon him/her by or under the relevant statutory provisions, regulations, approved code of practice and guidance.
11. To be aware of and work in accordance with the Council's child and adult protection policies and procedures in order to safeguard and promote the welfare of children and adults and to raise any concerns relating to such procedures which may be noted during the course of duty.
12. Enhance DBS check is required.

General responsibilities

1. To comply with the statutory obligations of the Council and the Directorate.
2. To comply with all Health and Safety requirements in the performance of all duties.
3. To carry out all duties with due regard to confidentiality and data protection.
4. To comply with the Social Work England Code of Conduct (if SW qualified).
5. To undertake any other duties as may be allocated from time to time, which are deemed to be commensurate with the designation and grading of the post.
6. A commitment to work outside of normal working hours as and when required.

REVIEW ARRANGEMENTS

The details contained in this Job Description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this Job Description from time to time and will consult with the post holder at the appropriate time.

Date Job Description prepared/revised: 5th May 2022

Prepared/revised by: Sharon Cooper