



JOB DESCRIPTION

Job Title: Registered Service Manager

Reports to: Head of Care

JOB PURPOSE

- 1.1 To assume responsibility for the leadership, management and development of a registered care service, in line with the organisation's vision, purpose and values, and with adherence to the National Care Standards and the standards set by the Scottish Social Services Council.
- 1.2 To ensure that the service remains compliant at all times with all legislative and regulatory requirements.
- 1.3 To assume all of the responsibilities associated with the role of the Registered Service Manager.
- 1.4 To be an active participant of the management team ensuring that the organisation achieves its aims and a positive culture is created in which people can live and work.
- 1.5 To positively and creatively contribute to the development of an environment in which all individuals are encouraged to recognise their potential.
- 1.6 To contribute positively to the ongoing development of the organisation as it strives to maintain practice at the forefront of creative and flexible residential child care and education services.

KEY RESPONSIBILITIES

2 Whole Organisation

- 2.1 To embed the principles and values of the organisation which state that all individuals have intrinsic value and worth and relationships are built on trust, warmth and unconditional positive regard.
- 2.2 To lead on the development of the organisation as a learning organisation for all.
- 2.3 To actively contribute to an environment in which all staff understand the impact young people's past experiences may have on their present stage of development and conduct, with a particular focus on how this impacts on their capacity to engage in learning.
- 2.4 To promote an integrated approach to the delivery of learning, ensuring that all of the organisation's resources are effectively utilised in the delivery of individualised educational experiences.
- 2.5 To establish effective relationships with a range of external partners who can positively contribute to the breadth of experiences offered to young people and the achievement of positive outcomes.
- 2.6 To actively contribute to the development of and sustaining of positive multi-disciplinary working internally and externally, acting as an effective advocate for the organisation's approach to meeting individual needs.
- 2.7 To actively contribute to developing and maintaining a strong culture of participation and partnership that engages all service users and stakeholders.

- 2.8 To contribute to a diary of events which engender a sense of whole organisation community and provides memories for young people.
- 2.9 To contribute to opportunities to celebrate the success of our young people such as prize-giving events.
- 2.10 To contribute to the assessment processes, referral processes and be an active participant in transition processes for all young people.
- 2.11 To actively contribute to the development of quality assurance standards and systems to measure outcomes, to embed and maintain these standards and systems and ensure the measurements influence the development of policy and practice.
- 2.12 As part of the management team, to contribute to the planning, implementation and monitoring of organisational and service development plans.
- 2.13 To participate in the induction and development of all staff.
- 2.14 To positively contribute to the development of the organisation through being an active participant of the management team, including participation in the on-call and out-of-hours management of the organisation.
- 2.15 To ensure that health and safety requirements are maintained throughout the organisation, taking action when required.
- 2.16 To ensure all complaints are dealt with according to organisational policy.
- 2.17 To engage creatively and skilfully in effective communication with external agencies on behalf of the organisation, including attendance at meetings or speaking at conferences / national events as required.
- 2.18 To establish effective relationships with a range of key stakeholders in order to promote the reputation of the organisation and instil confidence in its capacity to deliver positive outcomes.

3. Young People

- 3.1. To ensure that a high standard of care is provided at all times to young people accommodated in Moore House Group, in line with the organisation's vision, purpose and values and National Care Standards.
- 3.2 To foster a culture of group and individual care which values each individual young person and provides safety, security and opportunities for learning and achievement. To ensure a positive, child-centred culture is maintained at all times in which young people are at the heart of thinking and planning by all staff members.
- 3.3 To manage admissions of young people to the services, ensuring that assessment and intervention processes are maintained to a high standard throughout their placements and the necessary reports and representation at LAAC Reviews and Children's Hearings demonstrate the high quality of service delivered.
- 3.4 Ensure effective delivery of individual assessment and care planning requirements for young people.
- 3.5 Take a lead role in ensuring meetings and reviews of young people and staff are delivered within required timescales.
- 3.6 To investigate and act upon any complaints and concerns of young people, their families or other professionals, in line with national and organisational procedures
- 3.7 To ensure that Curriculum for Excellence and 24-hour learning are implemented and evidenced, ensuring young people have the opportunity to meet their potential and develop the four capacities.
- 3.8 Ensure the involvement of young people in the planning, delivery and evaluation of the services that affect them.

4. Staff

- 4.1 To provide high levels of support to the team and be seen as an authoritative leader of the service.
- 4.2 To create a culture of belief in young people and a proactive attitude.
- 4.3 To effectively articulate and communicate to all staff the organisation's approach to meeting the needs of young people.

- 4.4 To be an enthusiastic, motivated role model of the culture who encourages a 'can do' attitude and belief in young people.
- 4.5 To support and ensure staff identify, capture and encourage explicit and latent potential in young people.
- 4.6 To promote a whole organisation approach to meeting social and learning needs, ensuring high levels of investment, enthusiasm and contribution from staff across all disciplines in the delivery of social and educational opportunities.
- 4.7 To evidence and celebrate for parents and carers the potential, worth and capability of our young people.
- 4.8 To participate in the recruitment and selection of staff.
- 4.9 To model for staff through practice, effective, creative and flexible, trauma, resilience and attachment focussed practice.
- 4.10 To manage and deploy staff effectively, recognising yourself as a resource where appropriate.
- 4.11 To have a programme of regular monitoring of the practice of the service team.
- 4.12 To ensure staff receive adequate supervision, support and training opportunities to enhance their professional practice and development.
- 4.13 To complete staff annual appraisals.
- 4.14 To encourage staff to identify their interests, skills and knowledge that may contribute to learning opportunities and positive experiences for young people.
- 4.15 To adhere to SSSC requirements in relation to registration of staff.
- 4.16 To ensure the organisational development plan is understood and implemented by all staff.
- 4.17 To ensure all grievance and disciplinary procedures are dealt with according to organisational policy and to lead on processes as required.
- 4.18 To complete the administration of financial, payroll and staffing-related matters within prescribed timescales.
- 4.19 To ensure that practice and / or conduct concerns are responded to timeously and effectively.

5. Resources

- 5.1 To assume responsibility for the effective management of all budgets relating to the operation of the service.
- 5.2 To ensure that all resources are managed effectively and efficiently, according to best management practice and to agreed budgets.
- 5.3 To assume responsibility for all administrative functions relating to your allocated service, ensuring they are carried out in line with organisational guidelines.
- 5.4 Recognising that staff are our biggest resource, to ensure that adequate staffing numbers and skill mix is maintained with the service at all times.
- 5.5 To manage and monitor staff costs, staffing structures and rotas, ensuring they meet the requirements of the young people's needs and are in line with allocated budgets.
- 5.6 To ensure that the environment is maintained to a high standard and is conducive to the delivery of therapeutic care at all times.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the postholder.

PERSON SPECIFICATION

REGISTERED SERVICE MANAGER

Personal Competencies

- Highly motivated with demonstrated commitment and enthusiasm;
- Mature, trustworthy, reliable;
- Good interpersonal skills;
- Good communication skills, verbal and written;
- Conflict resolution and negotiating skills;
- Team working and leadership skills;
- Analytical and proactive problem-solving skills;
- Ability to think strategically and creatively;
- Ability to adapt and cope with pressure and change;
- Physically and mentally fit.

Professional Competencies

- Sound working knowledge of child care practice and theory;
- Sound working knowledge of therapeutic intervention techniques;
- Demonstrated ability to engage positively and effectively with young people;
- Sound working knowledge of management practice;
- Sound working knowledge of relevant legislation, guidance and standards;
- Demonstrated leadership ability in a child care or social care setting;
- Demonstrated ability to reflect on one's own practice, establish new standards and enable others to do the same.

Qualifications, Experience and Requirements

- Qualified in social work, nursing, psychology or hold an HNC and SVQ 4 or other combination that meets the SSSC criteria or be working towards this;
- Minimum of 1 year's management experience working with young people;
- A recognised management qualification is desirable;
- Appropriate registration with the SSSC;
- Full UK driving licence and access to a car;
- Ability to work shifts including evenings and weekends.

Protection of Vulnerable Groups (Disclosure Scotland)

- Required Level of Disclosure: Enhanced