**Job Description**

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

# Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the role and a brief description of the main duties.

## Job Details

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| Job Title: | **Service Manager, Children’s Homes** |
| Salary: | £66,029 £69,355 |
| Grade: | 17 |
| Hours: | 37 hours / week (This is a full-time role) |
| Team: | Children’s Homes  |
| Service Area: | Countywide Services |
| Primary Location: | Oxfordshire are developing a hybrid model which gives opportunities to work in a flexible way across the county  |
| Budget responsibility: | £5.2 million per annum |
| Responsible to: | Assistant Director for Countywide Services  |
| Responsible for: | This post is responsible for ensuring high quality Residential and Edge of Care service provision for children and families, providing leadership to the Residential and Therapeutic Managers across the service. |
| Political Restricted Post: | Yes  |

## Job Purpose

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| 1. To ensure safe and effective delivery, within budget, of high-quality residential care to looked after children within Oxfordshire.2. To lead and be accountable for countywide performance and practice standards in operational children’s homes, including transitional planning for young people leaving care.3. Responsibility to ensure all operations within the children’s homes comply with relevant Legislation, Regulations and Standards.4. To contribute to the operational management and strategic development of the Service as a member of the Children’s Services Management Team.5.This post holder is responsible for ensuring that all relevant policies and procedures are adhered to and concerns are raised in accordance with these policies. The Service Manager for Children’s Homes will work in collaboration with the Service Manager for YPSA will deputise for one another as and when appropriate.  |

## Job Responsibilities

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| 1. To provide effective leadership and management to deliver outstanding statutory residential services to children we care for, ensuring equitable access and service delivery.
2. To manage and drive continuous improvement of the children’s residential homes performance ensuring that the service is outcomes driven, moves children along the pathway when appropriate and meets targets.
3. To ensure that residential and therapeutic managers effectively manage and develop staff, in a fair and consistent manner, ensuring appropriate workforce development opportunities and robust people and performance management of staff takes place in compliance with HR policies and processes.
4. To oversee effective staff recruitment, induction, training and retention through the appropriate management structures.
5. Accountable for delivery of high-quality services within budget; monitoring and analysing expenditure to ensure efficiency and effectiveness of services are delivered; including review and realignment of budgets to meet requirements for targeted service delivery improvements.
6. Strategic lead for countywide teams’ practice standards and continuous improvement for the services, ensuring policy and procedures are reviewed, understood and implemented, and ensuring evidence-based best practice standards, informed by research, are in place.
7. To work in strategic partnership with Children Social Care (CSC) and other OCC managers and partner agencies to improve outcomes for service users, delivering streamlined, integrated and inclusive services to children, young people and their families.
8. To ensure children, young people and their families and other stakeholders are consulted with and that their views inform and shape service development and improvement.
9. To ensure that services and employees are managed in a way which reflects the County Council’s commitment to equality of opportunity and diversity, including the timely completion of Equality Impact Assessment and action plans.
10. Actively promoting the involvement and engagement of service users in the delivery of services.
11. With other service managers, to provide an out of hours senior manager contact rota for the Emergency Duty Service.
12. To contribute to the operational management and strategic development of the Service as a member of the Children’s Services Management Team.

**Health and Safety responsibilities** – You must ensure you are all fully aware of your responsibilities for Health & Safety, and the relevant activities expected of you as a manager including the need to ensure:* All new employees that you manage, are fully briefed at induction.
* Your team are regularly reminded of key issues and responsibilities.
* Your staff are set appropriate targets at appraisals.
* Your staff undertake appropriate health and safety training, including refresher training as necessary.
* You carry out risk assessments, and implement them, for processes, operations, and activities under your control.
* Health & Safety is a regular topic at Team Meetings

**For all staff** – You have specific responsibilities under Health & Safety legislation to ensure that you:* Take reasonable care for your own health and safety, and that of others affected by what you do, or do not do.
* Cooperate on all issues involving health and safety.
* Use work items provided for you correctly, in accordance with training and instructions.
* Do not interfere with or misuse anything provided for your health, safety, or welfare.
* Report any health and safety concerns to your line manager as soon as practicable.
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# Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4).

Each of the criteria listed below will be measured through the application form (A) and optionally - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

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| Essential Criteria | Assessed By: |
| Educated to a degree level or equivalent | A, D |
| Professional Social Work qualification | A, D |
| Evidence of continuous training and personal development  | A, D, I |
| Professional management qualification | A, D |
| Detailed knowledge of childcare legislation, guidance, standards and regulations relevant to residential care and Looked After children i.e., Children in Care / leaving care including knowledge of national standards for Looked After Children | A, I, T |
| Detailed knowledge of Ofsted requirements, policies and procedures and safeguarding and understanding of Integrated Children’s system | A, I, T |
| Detailed understanding of government policy agenda and emerging proposals for the future, with specific focus on matters related to Children in Care. Good understanding of equal opportunities and diversity in service delivery and employment. | A |
| Considerable experience of child protection, children in need and looked after children services delivered in a statutory setting | A |
| Strong experience of building effective stakeholder relationships including working confidently with elected members and government departments and representing the county council professionally.  |  |
| Strong experience in leading, developing, and empowering staff and managers facilitating continuous improvements |  |
| Desirable Criteria | Assessed By: |
| Understanding of how a county council functions and the main challenges and constraints it faces  | A, I |
| Understanding of the aims of the Children’s Workforce Development Council and the supporting tools (such as the Common Core) | A, I |
| Experience in service risk management and resource planning | A |
| Strong project management experience | A |
| Working effectively with third sector organisations as partners and experience of leading complex inter agency initiatives | A, I |
| Post graduate qualification | A, D |
| Recognised expert in Children’s residential provision | A, I, R |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

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| [x]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [ ]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [x]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |

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| [ ]  | Other (please specify):       |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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| [ ]  | Provision of personal care on a regular basis | [ ]  | Driving HGV or LGV for work |
| [ ]  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | [ ]  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
| [ ]  | Working at height/ using ladders on a regular/ repetitive basis | [x]  | Restricted postural change – prolonged sitting |
| [ ]  | Lone working on a regular basis | [ ]  | Restricted postural change – prolonged standing |
| [ ]  | Night work | [ ]  | Regular/repetitive bending/ squatting/ kneeling/crouching |
| [ ]  | Rotating shift work | [ ]  | Manual cleaning/ domestic duties |
| [ ]  | Working on/ or near a road | [ ]  | Regular work outdoors |
| [ ]  | Significant use of computers (display screen equipment) | [x]  | Work with vulnerable children or vulnerable adults |
| [ ]  | Undertaking repetitive tasks | [x]  | Working with challenging behaviours |
| [ ]  | Continual telephone use (call centres) | [ ]  | Regular work with skin irritants/ allergens |
| [ ]  | Work requiring hearing protection (exposure to noise above action levels) | [ ]  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| [ ]  | Work requiring respirators or masks | [ ]  | Work with vibrating tools/ machinery |
| [ ]  | Work involving food handling | [ ]  | Work with waste, refuse |
| [ ]  | Potential exposure to blood or bodily fluids | [x]  | Face-to-face contact with members of the public |

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| [x]  | Other (please specify): Requirement to participate in on-call rota for REoC Management support |

**Agile Working**

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs.  Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.