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| **Residential Family Centre – Career opportunity**  |
| **Job Title** | Registered Centre Manager  | **Sector** | Children & Family Specialist Services |
| **Region/Location** | North England | East & West Midlands | London & surrounding areas – Residential/minimal home working  |
| **Shift Pattern**  | Various – Daytime | Waking nights | Mixed | Weekdays | Weekends  |
| **Responsible to** | Responsible Individual |
| **Responsible for** | Deputy Manager, Senior (Team Leader), Support Workers |

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| **Terms and Conditions** |
| **Employment Basis** | Full time - 40 Hours pw  |
| **Annual Salary**  | £47,840+ FTE (Depending on experience and number of sites managed) |
| **Holiday Entitlement** | 30 days (Excluding bank holidays)  |
| **Probationary period** | 6 Months |
| **Notice Period** | 3 Months |
| **Screening** | This position requires an enhanced DBS check.(Requirement to register your DBS on the update system) |

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| **Working for Bright Spark Living**  |
| **Bright Spark Living** is dedicated to improving the well-being, stability, and safety of families during critical stages of pregnancy, childbirth, and parenting. We offer a range of personalised services designed to address the unique needs of each family, promoting positive healthy relationships, child development, and overall family cohesion underpinned by safeguarding principles. Our mission is to **B**uild **R**esilience, **I**nspire **G**rowth and **H**elp **T**ransform families for a brighter future. We are committed to providing a safe, non-judgemental, inclusive, and nurturing environment; where families can come together to assess their strengths, overcome challenges, and develop the skills & resources necessary for positive change. Through comprehensive assessments, evidence-based interventions, compassionate support & guidance, we empower families to build strong relationships, enhance communication, and promote the well-being and safety of children in their care with confidence. Our dedicated team of professionals strive to foster a culture of respect, understanding, and collaboration; valuing the individual needs of each family we serve. By offering personalised services such as educational workshops, parenting programmes, and basic life skills, we aim to equip families with the right tools to navigate life's complexities and achieve their full potential. Our overriding priority is to keep families together, one assessment at a time.We are a new & fast-growing business led collectively by social work industry specialists with several years’ experience. We endeavour to provide a diverse and inclusive working environment, by listening, learning, and acting upon the needs of our staff. Team members are encouraged to be their authentic selves at work; we welcome, respect and value people from all backgrounds. We aim to actively ensure all staff show & receive kindness, empathy & fairness. Our approach to diversity & inclusion is driven by our ongoing and evolving workplace policies in line with current legislation, employee led networks, anonymous feedback & good quality training, support & management.  |

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| **Benefits of working for us**  |
| * Free refreshments & snacks for all staff
* Guaranteed Birthday leave & Gift.
* Guaranteed Christmas & New years paid annual leave for all staff (8 days included in holiday entitlement)
* Annual Holiday entitlement increases to 33 days after 2 years of service and 35 days after 5 years of service (FTE).
* Reasonable & fair shift patterns that make it easier to commute to & from work and promote work life balance for all staff (Flexibility to swap shifts with other team members)
* 100% attendance recognition
* Staff wellbeing events throughout the year
* Team building days.
* Continuous training and professional development opportunities
* Promotion Opportunities (must have passed probationary period to be considered)
* Flexibility to relocate to other sites throughout the UK (when available)
* Recognition rewards (based on feedback from service users / management)
* Employer Pension Contribution – 3% minimum, matching additional employee contributions up to 7.5% after 3 years of service & 10% after 5 years.
* Long Service Awards: Recognition for every 5 years of service.
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| **Job Purpose** |
| * To lead and manage the residential family centre in accordance with its ethos, ensuring robust, fair, and evidence-based assessment and support are provided as defined in the centre's statement of purpose.
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| **General Duties** |
| * To ensure the day-to-day running of the service provides the environment for assessment to take place and that all service users & children are protected during their stay at the centre.
* To ensure that parenting and supplementary programmes are facilitated daily, and the centre provides to the individual court requirements for each family.
* Provide services, including supervision and management of the staff, planning for assessment and placement, safeguarding children and families, communications, reporting, and quality and compliance monitoring.
* To be responsible for and oversee the assessment process, take the lead in court proceedings, and support other colleagues to develop their court and assessment skills.
* To monitor and evaluate the quality of assessment and support offered at the centre and ensure the centre makes continuous improvements.
* To provide effective leadership to the team and take the lead in service delivery and quality management of the centre.
* Provide feedback to the directors on the effectiveness of statutory and organisational policies.
* Ensure the centre complies with legal and regulatory requirements, including The Residential Family Centres Regulations 2002 (amended) 2013 and Residential Family Centres National Minimum Standardsand the Social Care Common Inspection Framework (SCCIF), Children Act 1989, Working Together to Safeguard Children 2018, Data Protection Act 2018, and Health and Safety at Work etc. Act 1974.
* Develop constructive working relationships in the broader community to promote the overall outcomes for children and families.
* Provide continuity of support for each child and family placed at the centre.
* Ensure staff have the skills, experience, and qualifications required to support families placed for assessment.
* Providing aspirational leadership to families and staff at the centre.
* Produce quality monitoring reports, evaluations of risk and lessons learned to promote the continuous development of the centre.
* Ensure each family has individual placement planning tailored to their specific needs and requirements as outlined in their care plans and the letter of instruction.
* Establish professional relationships with the team around the child, multi-agency partnerships, and parents, families, and other stakeholders.
* To take responsibility for case management as and when required.
* To chair senior management meetings and facilitate monthly staff meetings.
* To manage the centre's health and safety responsibilities and ensure compliance with legislation and good practice requirements.
* To facilitate Ofsted Inspection and embed Ofsted requirements in the centre.
* To liaise with the responsible individual on all matters relating to the viability of assessments, termination of assessments, complaints, compliance and matters relative to effective service delivery.
* To provide a monthly monitoring report to the responsible individual on all operational aspects of running the family centre.
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| * Specific Duties
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| **Service Delivery*** Ensure families are provided with robust, fair, evidence-based assessments that reflect the court's requirements and deliver the assessment process to a high standard for each individual family.
* Ensure that the requirements of family and child safeguarding practice are embedded throughout the daily practice at the centre.
* Ensure that statutory reporting requirements are followed at the centre for all safeguarding and child protection enquires and ensure the centre co-operates throughout.
* Ensure that assessments are delivered within agreed timescales, are quality assured, and feedback is received for each completed assessment.
* Ensure the centre's ethos is embedded in day-to-day practice and that families are supported throughout the assessment process.
* Ensure the centre meets the needs of families in line with legislation, policy, and best practice standards.
* Take responsibility for safeguarding children and vulnerable adults, risk and service governance.
* Ensure children and families access services that meet their health, education, social, psychological, and emotional needs and well-being.
* Ensure the service and its programmes are planned and delivered to meet the needs of all families.
* Monitor the quality of experience of families placed at the centre.
* Ensure a social inclusion focus is embedded within services.
* Take part in on-call arrangements if required.

**People Management*** Responsible for the regular reflective supervision of the staff team as required.
* Ensure staff have access to practice-based consultation.
* Manage reflective supervision of the staff team.
* Recruit staff in line with safer recruitment practices.
* Coach and support the development of the staff team in line with their statutory training requirements and continuous professional development.
* Responsible for staffing structures and rotas and planning and prioritising key work areas.
* Ensure staff are inducted and briefed on working with families subject to court proceedings and family assessment.
* Ensure effective team building and promote a constructive spirit of co-operation within staff teams
* Manage sickness absence in accordance with the organisation's policies.
* Undertake performance management and human resource requirements relating to a staff team.

**Resource Management*** Maintain the physical assets located at the centre.
* Ensure the health and safety of the premises and furnishing of the centre.
* Manage the centre's budget.
* Ensure ICT policies are adhered to by staff and families.
* Coordinate and monitor the administrative functions of the centre.

**Business Development*** Lead on placements and contract management with the relevant commissioners.
* Ensure the annual development plan is implemented and targets are met.
* Deliver and develop the services under any service agreement between external agencies and the organisation.
* Identify and manage growth opportunities.

**Quality and Service Development*** Ensure that the quality of assessment is to a high standard and that regular feedback from stakeholders reflects the high standard of assessment and support.
* Conduct quality monitoring and implement action plans.
* Ensure up-to-date risk assessments are in place to protect families and staff under organisational policies.
* Monitor quality of service provision, including people and environmental risk management.
* Manage complaints and responses to complaints according to organisational policy.
* Demonstrate the centre's compliance with The Residential Family Centres Regulations 2002 (amended) 2013 and Residential Family Centres National Minimum Standards and the social care common inspection framework (SCCIF).
* Ensure improvement of the centre is promoted and maintained.
* Ensure the centre is prepared for Ofsted inspections.
* Establish good working relationships with the centre's Ofsted inspector.
* Ensure the Review of Quality of Care (Regulation 23) is submitted to Ofsted twice yearly.
* Ensure that the actions from Regulation 25 visits are completed monthly.
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| **Person Specification** |
| **Qualifications and Education** |
| * HCPC recognised Social Work qualification
* Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services; or equivalent; or preparedness to work towards the same.
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| **Experience** |
| * At least two years of experience relevant to residential care in the last five years and at least one year at senior level or above.
* At least one year's experience in supervising and managing professional staff.
* Inter-agency work
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| **Knowledge and Understanding** |
| * The Residential Family Centres Regulations 2002 (amended) 2013 and Residential Family Centres National Minimum Standardsand the social care common inspection framework (SCCIF), Children Act 1989, Working Together to Safeguard Children 2018, Data Protection Act 2018, and Health and Safety at Work etc. Act 1974.
* Working knowledge of the framework for assessment of children and their families.
* Understanding of policies and procedures related to running a residential family centre.
* Knowledge and understanding in the practice of child protection and safeguarding procedures for children and vulnerable adults, the impact of abuse and neglect, children's education and health needs, and the application of equality and diversity.
* Knowledge of the care and placement planning requirements for children and families.
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|  **Skill and Abilities** |
| * Ability to undertake and oversee the provision of robust, fair and evidence-based family assessment within a 12-week timeframe.
* Ability to take responsibility for staff training, development, supervision, and rosters.
* Ability to ensure continuity of safeguarding and support for children and families.
* Ability to manage stress and complex dynamics and demonstrate emotional resilience.
* Ability to perform a wide variety of administrative tasks consistent with the day-to-day management of a family centre.
* Ability to prioritise and organise workload to maintain and promote quality, evaluate the quality of own and others' work, and raise any quality issues and related risks to the relevant person.
* Have the skills necessary to meet the registration requirements as a family centre manager.
* Have the skills necessary to monitor the service for quality of care in line with the requirements of Ofsted inspection.
* Have the skills necessary to develop constructive working relationships with the broader community and multi-agency teams.
* Have the skills necessary to write excellent quality reports and have a high standard of case management writing skills.
* Have excellent computer literacy skills.
* Ability to take responsibility for training and ensure training is always up to date.
* Ability to deal with complex family issues and manage volatile and unpredictable behaviour.
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| **Equality and Diversity** |
| * Promote equality and diversity by interpreting equality, diversity, and rights according to legislation and policies.
* Develop a culture of non-discrimination that supports individuals' rights and eliminates patterns of discrimination.
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