

## Children's Home Registered Manager

### The details

<b>Role:</b>	Children's Home Registered Manager
<b>Place of work:</b>	Sutton, London
<b>Hours of work:</b>	40 hours per week
<b>Salary/Grade:</b>	£45,000 - £60,000 (depending on experience)
<b>Reports to:</b>	Lighthouse Pedagogy Trust Director
<b>Level of screening:</b>	Enhanced DBS

### About Lighthouse Pedagogy Trust

Lighthouse Pedagogy Trust is a charity creating life-changing, education-focused children's homes to ensure that children in care have the same opportunities as everyone else. We believe that children growing up in residential care should go on to achieve great things and lead fulfilling lives. We believe that social pedagogy, a focus on education, people and place is the best approach to supporting young people.

The Lighthouse Pedagogy Trust team is driven by a shared commitment to creating empowering places where everyone has the opportunity to grow and learn. We follow our key values of Difference, Empowerment, Curiosity, Compassion, Play and Commitment. Lighthouse Pedagogy Trust is a charity that sits within the Catch22 group of organisations.

In February 2022 we opened our first children's home in Sutton, which can support up to six 12-17 year olds with emotional, social and behavioural difficulties. It is an award-winning state of the art building and sets a new standard for children's homes in the UK. You can read more about the home [here](#) and see a virtual tour of the building [here](#).

Difference is one of our core values, and we strive to take the broadest possible view of diversity. We value people from all backgrounds – by this we mean ethnicity, gender, age, and any other visible or invisible quality that makes you unique. We welcome that every person brings their own perspective and experience to our children's homes, to contribute to our vision.

### Your role

As Registered Manager you will be joining a very committed and passionate team who are fully invested in the lives of the children living here. We have been open for one year and during this time our team have turned the house into a home with love and warmth at its centre. As the Manager coming into this space you will have an opportunity to experience being welcomed into the team and be encouraged to share your own experiences, ideas and values.

We have learnt a lot about how to develop the best systems, processes, people and culture, and we are still learning and trialling new ideas to reach the best way of working. Going forwards we want to build on our foundations, and we are now looking for a Registered Manager to lead us on the next stage of our journey to deliver the high standard of care that we aspire to.

You will be responsible for leading and inspiring a team of social pedagogy practitioners to achieve high standards and ensure that children who live in our home receive the best care possible. You will play an important role in providing the team with the support and development they need to be able to build strong relationships with young people. You will lead the home to keep young people safe, empower them to thrive and participate in plans for their futures.

You will have the opportunity to lead on all aspects of service development to continually improve the home by trialling new ways of working and thinking innovatively about how we can take our home to the next level. You will build strong relationships with partner agencies and commissioners.

We aim to influence improvements in the wider residential childcare sector by exemplifying and sharing best practice and learning. You will play a pivotal role in developing and evaluating our model of practice to contribute to improvements across children's social care.

### About you

You are resilient with a positive attitude, a willingness to get stuck in, and the determination to make the home a success. You are a confident leader with the ability to line manage staff in a way that brings out the very best in them. You have experience of leading teams and role modelling good practice that results in consistently high quality, relationship-centred care. You are experienced in creating and shaping the working culture of teams.

As our Registered Manager, you will line manage several direct reports, including the Deputy Manager, Team Leaders and Office Manager. You will bring a strong vision for the quality of care in the home and use this to deliver consistently high levels of staff performance and manage any areas of underperformance. You are confident in making difficult decisions, assessing and managing risk, and navigating the complex and always changing residential care environment.

We believe it is important that our home has a family-feel and that we create an inclusive culture, so you will need to be a good listener and an active participant. Practice in our home is based on social pedagogy, so you will have previous experience of working in a home with a relationship-based model of care.

We are looking for people who are kind and caring, honest and reliable, and can be good advocates and role models for our children.

You have experience of working effectively with young people with a range of social, emotional and behavioural difficulties. You are resilient and to try again when there are setbacks. You will need to be able to adapt your approach depending on the situation, reflect and learn for the next time.

## Roles and responsibilities

### **Managing the home**

- Provide effective leadership and management of the home and team of staff, setting out a clear vision, bringing people along with you and creating a positive work culture
- Empower practitioners to take the lead in delivering care to children and delegate tasks appropriately
- Determine what support and resources are required by the home and request these when they are needed
- Ensure consistent quality of care, including leading team meetings, reflective practice, preparation for inspections and debriefing following challenging situations
- Ensure that the home keeps accurate records that are objective and strengths-based in relation to young people
- Take responsibility for the drafting and regular updating of documents and ensure that actions arising from them are followed and are in line with the requirements of Ofsted and partner agencies or other professionals
- Ensure that delivery is based on clear methods, processes and frameworks which reflect the Lighthouse Pedagogy Trust and Catch22 approach and evidence effective practice
- Oversee the management of the building, grounds, equipment and resources to create a safe, healthy and nurturing environment for young people and staff in line with health and safety and other legal requirements
- Manage visits to the home to ensure that they do not disrupt the family feel of the home

### **Working with young people**

- Establish trusting, empowering relationships with young people and support the staff team to do the same
- Lead on safeguarding young people from risks to their health, welfare and development, inside and outside the home, in line with local safeguarding procedures and multi-agency relationships
- Ensure that young people are listened to, and children's rights and participation are integral to care planning, decision making and the day to day running of the home
- Oversee each key stage in the stay of young people, from referral and admission to leaving the home, in line with care plans and principles of best practice

- Ensure that young people's individual needs and preferences are understood and followed by the staff team in terms, for example, of culture, identity, diet and religious observance
- Oversee the development, implementation and monitoring of individual young people's care and placement plans
- Ensure that young people are supported by the staff team and other professionals to achieve their educational potential

### **Working with families, professionals and the community**

- Support the staff team to build and grow effective multi-agency relationships with those providing services and support for young people and advocate on their behalf when needed
- Communicate effectively with all other professionals and agencies, understand their procedures, objectives and roles and support the staff team to do the same in order to work effectively in partnership
- Support the staff team to work in partnership with the families of young people, wherever possible, to strengthen their relationships and involvement
- Support the staff team to encourage young people to fully participate in society by developing links with the local community and expand their social network
- Share information appropriately in secure formats in line with GDPR and with regard to professional boundaries and confidentiality requirements

### **Safeguarding**

- Take the role of Designated Safeguarding Lead for Lighthouse Pedagogy Trust, oversee the drafting of risk assessments and ensure that actions arising from them are followed
- Oversee safeguarding processes and documents across the organisation and ensure that staff are trained and are competent in the application of safeguarding protocols
- Oversee young people's physical health and wellbeing, including helping the team to access medical services, administering medication or first aid as necessary on behalf of children
- Have a good understanding of whistleblowing procedures and to report to appropriate safeguarding leads and agencies any concerns or evidence regarding poor practice

### **Recruitment and professional development**

- Recruit, coach, motivate and develop the staff team including overseeing new staff inductions, carrying out appraisals and regular supervision meetings, and managing the health, safety and wellbeing of staff
- Lead the development of training plans and the delivery of learning and development activities for the team
- Ensure all staff successfully complete all required training and qualifications

- Manage staff performance through regular appraisals and reflections, celebrating successes and addressing any issues of under performance
- Regularly attend supervision with your line manager, participate in performance appraisal processes and maintain own professional knowledge and skills through training and professional development activities

### **Financial and Operational Risk Management**

- Oversee the management of operational risk ensuring good management of health and safety and safeguarding in line with Lighthouse Pedagogy Trust and Catch22's policies and best practice
- Ensure contractual and operational risks are effectively and transparently assessed and managed and that internal policies and procedures are adhered to
- Monitor the performance and impact of the home, ensuring staff provide relevant information for contract and reporting requirements
- Maintain required occupancy levels by developing relationships with commissioning teams and, ensuring a pipeline of appropriate referrals
- Oversee the financial management of our home in line with Lighthouse Pedagogy Trust and Catch22's policies and ensure that services deliver within budget and margin

### **Working for Lighthouse Pedagogy Trust**

- Promote and embed Lighthouse Pedagogy Trust's vision and values in our children's home
- Work collaboratively with Catch22 colleagues, drawing on their specialist knowledge and experience, and ensuring that our homes are run efficiently and effectively in collaboration with the Lighthouse Pedagogy Trust and Catch22's vision and ethos
- Take part in providing on-call management support to the home outside of office hours
- Carry out such other relevant duties, as may be required and as are commensurate with the nature and level of the post

The duties as outlined in this job description are not exhaustive and may change from time to time due to the changing nature of the working environment. You are expected to carry out all appropriate tasks necessary to meet the needs of the organisation, or as may be requested by your manager.

Registered Manager: Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Level 5 Diploma in Leadership and Management for Residential Care or an equivalent qualification</li> </ul>	<ul style="list-style-type: none"> <li>Social Pedagogy or other relationship-based practice qualification</li> <li>Other relevant professional qualification e.g. degree in social work</li> </ul>	Application
<b>KNOWLEDGE/ EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Experience in a management role in a children's home</li> <li>Experience of working with teenagers with emotional, social and behavioural difficulties</li> <li>A track record of achieving positive improvements and growth in service delivery and performance</li> <li>Experience of managing Ofsted inspections and achieving successful outcomes</li> <li>Experience of maintaining required occupancy levels in a children's home</li> <li>A track record of developing and using relevant management information/quality systems to ensure high levels of operational performance</li> <li>Experience of managing budgets and conducting financial planning</li> <li>Experience of leading, engaging and motivating staff in a challenging organisational environment</li> <li>Sound working knowledge of the law, guidance and best practice relating to looked after children</li> <li>Knowledge of the regulatory and inspection frameworks and quality standards for residential childcare</li> </ul>	<ul style="list-style-type: none"> <li>Experience of innovation as part of your work</li> <li>A knowledge and understanding of Local Authority contracts and funding mechanisms and the wider financial context of children's homes</li> <li>Experience of working in partnership with commissioner to deliver high quality services</li> <li>Knowledge of relationship-based models of care such as social pedagogy, PACE or Trauma Informed Care</li> </ul>	Application / Interview

	<ul style="list-style-type: none"> <li>• Experience of reviewing referrals from local authorities on frameworks and via spot purchase, risk assessing and matching children</li> <li>• Understanding of the range of organisations working with young people and families, their roles and responsibilities and how to work with them effectively</li> <li>• An understanding of child development and the risks and issues facing young people in care and their families</li> <li>• Commitment to equality of opportunity in all aspects of working with young people, their families, staff and external professionals</li> </ul>		
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>• Able to establish strong, trusting, effective relationships with young people and staff and role model relationship-centred practice</li> <li>• Commitment to keeping the interests, rights and needs of children central to organisational thinking whilst balancing these with business and organisational imperatives and realities</li> <li>• Able to negotiate and influence current and potential commissioners and build positive relationships with them</li> <li>• Able to represent the organisation to external bodies and the local community</li> <li>• Able to create a compelling vision for staff and successfully manage and communicate change</li> <li>• Able to lead the staff team to ensure they deliver a consistently high quality of care</li> <li>• Able to confidently and assertively address challenging issues where necessary – diagnosing problems and achieving satisfactory resolutions</li> </ul>	<ul style="list-style-type: none"> <li>• Experience, skills or interests in creative and practical activities such as cooking, sports, music, gardening, arts</li> </ul>	Interview

	<ul style="list-style-type: none"> <li>• Able to monitor and effect improvements in staff performance and manage underperformance</li> <li>• Able to develop systems, processes and workflows to support effective, high performance service delivery</li> <li>• Able to time manage effectively and know what to prioritise and when to delegate tasks</li> <li>• Able to communicate clearly, logically and effectively both orally and in writing</li> <li>• Ability to evaluate information and consider competing factors to inform sound decision making</li> </ul>		
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• Enthusiasm for and a track record of integrating diversity and cultural issues into planning, design and delivery</li> <li>• A personal commitment to professional development</li> <li>• Able to work shifts including evenings, sleep-ins, bank holidays and weekends where necessary</li> <li>• Able to take part in the on-call management system providing out of office hours support to the home</li> <li>• A high degree of tenacity, resilience and emotional intelligence</li> <li>• Willingness to undergo an enhanced DBS check and register with the online update service</li> </ul>	<ul style="list-style-type: none"> <li>• An interest in innovative approaches to children's residential care</li> <li>• A driving licence</li> </ul>	Interview