



FIRST STEPS TOGETHER
CARE SERVICES

Residential Children’s Home Manager

Job Description and Person Specification

Job Title	Dual Residential Children’s Home Manager
Location	Sheffield, UK
Service / Department	First Steps Together Care Services
Responsible to	Responsible Individual
Responsible for	Deputy Manager, Seniors, Support Workers

Terms and Conditions	
Hours	40 Per Week
Salary Range	£53,000 - £62,000
Holidays (FTE)	28 Days Inc Bank Holidays
Employment Status	Full Time
Probationary Period	6 Months
Notice Period (weeks)	3 Months
Disclosure	This position requires an enhanced DBS check.

Service

Please email recruitment@fstmanagement.uk to see SOP.

Job Purpose

As the Dual Residential Children's Home Manager, your primary responsibility is to oversee the effective operation and management of 2 of our solo bed residential children's homes, prioritising the needs of vulnerable children and young people. You will ensure that the homes operate in compliance with relevant legislation, regulations, and best practice guidelines, focusing on providing a safe, nurturing, and supportive environment for all children. Your role is pivotal in delivering high-quality care and support that meets each child's needs, promoting their well-being, development, and empowerment.

General Duties

- **Overall Management:** Responsible for the overall management and smooth running of the residential children's home, ensuring that it operates in line with regulatory standards, organisational policies, and best practices.
- **Staff Leadership and Supervision:** Lead and supervise a team of residential support workers, ensuring they are well-trained, motivated, and equipped to provide high-quality care and support to children and young people in the home.
- **Care Planning and Implementation:** Develop and implement individual care plans for each child or young person in the home in consultation with relevant stakeholders such as social workers, parents, and guardians. Ensure that care plans are regularly reviewed and updated to meet changing needs.
- **Safeguarding and Child Protection:** Maintain a safe and secure home environment for children and young people, always adhering to safeguarding policies and procedures. Act promptly and appropriately to address any safeguarding concerns or incidents that may arise.
- **Regulatory Compliance:** Ensure that the residential children's home complies with all relevant legislation, regulations, and inspection frameworks, including those set out by Ofsted (Office for Standards in Education, Children's Services and Skills).
- **Budget Management:** Manage the residential children's home budget effectively, ensuring resources are allocated appropriately to meet children and young people's needs while maintaining financial sustainability.
- **Partnership Working:** Establish and maintain effective partnerships with external agencies and professionals involved in the care and support of children and young people, including local authorities, health services, schools, and community and voluntary organisations.

- **Quality Assurance and Improvement:** Implement systems for monitoring and evaluating the quality of care provided in the residential children's home. Take proactive measures to continuously improve standards and outcomes for children and young people.
- **Supporting Transitions:** Support children and young people in transitioning into and out of the residential children's home, working collaboratively with relevant agencies to ensure continuity of care and support.
- **Promoting the Well-being of Children and Young People:** Champion the well-being and rights of children and young people in the residential children's home, advocating for their needs and empowering them to participate in decisions that affect their lives.

- Specific Duties

Service Delivery:

- **Assessment and Placement:** Conduct comprehensive assessments of children and young people entering the residential home to understand their needs, backgrounds, and preferences. Facilitate appropriate placements that align with their assessed needs and the resources available within the home.
- **Care Coordination:** Coordinate care and support for children and young people in collaboration with internal staff, external professionals, and agencies involved in their care. Ensure that care plans are implemented effectively and reviewed regularly to meet changing needs.
- **Healthcare Provision:** Ensure that children and young people in the residential home can access appropriate healthcare services, including regular medical check-ups and specialist appointments as required. Monitor their health and well-being closely and take prompt action in case of any health concerns or emergencies.
- **Education and Development:** Support children and young people in accessing educational opportunities and achieving their academic potential. Work closely with schools, colleges, and educational support services to address any barriers to learning and promote positive educational outcomes.
- **Behaviour Management:** Develop and implement strategies for managing challenging behaviour among children and young people in the residential home, ensuring that interventions are tailored to individual needs and are based on positive reinforcement and de-escalation techniques.
- **Emotional Support and Counselling:** Provide emotional support and counselling to children and young people who may have experienced trauma, abuse, or other adverse life experiences. Facilitate access to therapeutic services and create a supportive environment where they feel safe to express their feelings and concerns.
- **Life Skills Development:** Promote the learning of essential life skills among children and young people, including personal hygiene, cooking, budgeting, and social skills. Offer practical guidance and opportunities for experiential learning to help them develop independence and prepare for adulthood.
- **Cultural and Religious Sensitivity:** Respect and accommodate children and young people's cultural and religious backgrounds in the residential home, ensuring their

beliefs and practices are acknowledged and supported. Facilitate access to appropriate religious and cultural activities and resources as needed.

- **Family Engagement and Support:** Foster positive relationships between children and young people in the residential home and their families or significant others. Facilitate regular contact, communication, and involvement in decision-making processes to promote family reunification, where appropriate, or maintain family connections.
- **Emergency Response and Crisis Management:** Develop and implement robust procedures for responding to emergencies and crises within the residential home, such as accidents, incidents of self-harm, or absconding. Provide leadership and guidance to staff members to ensure a coordinated and effective response while prioritising the safety and well-being of children and young people.

People Management:

- **Recruitment and Selection:** Lead the recruitment and selection process for residential support workers, ensuring that candidates are suitably qualified, experienced, and aligned with the values and ethos of the home. Conduct interviews, assess applications, and make recruitment decisions in accordance with organisational policies and regulatory requirements.
- **Training and Development:** Ensure there is a comprehensive training and development programme in place for residential support workers, covering areas such as safeguarding, child protection, behaviour management, and therapeutic interventions. Provide ongoing support and mentoring to staff members to enhance their skills and competencies.
- **Supervision and Appraisal:** Conduct regular supervision sessions and performance appraisals for residential support workers, providing constructive feedback, guidance, and support to help them fulfil their roles effectively. Identify training needs and opportunities for professional development based on individual performance and organisational objectives.
- **Rota Management:** Coordinate the staffing rota for the residential children's home, ensuring adequate cover to meet children's and young people's needs. Manage staff schedules, annual leave requests, and shift patterns in accordance with contractual obligations and regulatory standards.
- **Team Building and Motivation:** Foster a positive and inclusive team culture within the residential children's home, promoting collaboration, communication, and mutual respect among staff members. Recognise and celebrate achievements, milestones, and contributions to enhance morale and motivation.
- **Conflict Resolution:** Address conflicts and disputes among staff members promptly and effectively, employing mediation and conflict resolution techniques to promote constructive dialogue and resolution. Create a supportive environment where concerns and grievances can be addressed fairly and transparently.
- **Performance Management:** Monitor and evaluate the performance of residential support workers against agreed-upon objectives, standards, and targets. Take corrective action to address performance issues, providing support and guidance to facilitate improvement.

- **Leadership and Direction:** Provide strong and effective leadership to the team of residential support workers, setting clear expectations, goals, and priorities aligned with the vision and mission of the residential children's home. Lead by example, demonstrating professionalism, integrity, and commitment to excellence in all aspects of work.
- **Health and Well-being:** Promote the health and well-being of staff members, recognising the demands and challenges of working in a residential care setting. Encourage self-care practices, provide access to support services, and address any concerns or issues affecting staff morale and welfare.
- **Professional Conduct and Ethics:** Uphold high standards of professional conduct and ethical practice among staff members, ensuring compliance with relevant codes of conduct, policies, and regulations governing the social care sector. Lead by example in demonstrating integrity, respect, and empathy in interactions with children, young people, families, and colleagues.

Resource Management:

- **Budget Planning and Monitoring:** Develop and manage the annual budget for the residential children's home, ensuring that resources are allocated effectively to meet children's and young people's needs while maintaining financial sustainability. Monitor expenditure against budgetary allocations and take corrective action to address variances.
- **Health and Safety Compliance:** Ensure compliance with health and safety regulations and standards within the residential children's home, conducting regular risk assessments and implementing appropriate control measures to mitigate hazards and maintain a safe environment for children, young people, and staff members.
- **Technology and Information Systems:** Utilise technology and information systems effectively to enhance the delivery of services and streamline administrative processes within the residential children's home.
- **Transport Arrangements:** Coordinate transportation arrangements for children and young people in the residential children's home, ensuring they have access to appropriate transport for school, medical appointments, and recreational activities.
- **Energy and Environmental Management:** Implement measures to promote energy efficiency and environmental sustainability within the residential children's home, such as recycling initiatives, energy-saving practices, and eco-friendly products and materials. Monitor energy consumption and environmental performance, seeking opportunities for improvement and innovation.
- **Emergency Preparedness:** Develop and maintain contingency plans and emergency protocols to address potential disruptions or crises that may impact the operation of the residential children's home, such as fire, power outages, severe weather events, or public health emergencies. Conduct regular drills and training exercises to ensure staff readiness and resilience in emergencies.

Quality and Service Development

- **Quality Assurance Systems:** Establish and maintain robust quality assurance systems within the residential children's home to monitor and evaluate the effectiveness of service delivery.
- **Continuous Improvement:** Promote a culture of continuous improvement within the residential children's home, encouraging staff members to identify areas for enhancement and innovation in service provision. Implement mechanisms for collecting feedback from children, young people, families, and stakeholders to inform quality improvement initiatives.
- **Outcome Measurement:** Develop and implement systems for measuring outcomes and impact in delivering care and support services to children and young people. Define key performance indicators (KPIs) and benchmarks to assess progress towards achieving desired outcomes, such as improved well-being, educational attainment, and social integration.
- **Risk Management:** Identify and mitigate risks that may impact the safety, well-being, and rights of children and young people in the residential children's home. Conduct risk assessments, develop risk management plans, and implement preventative measures to minimise the likelihood of incidents and accidents.
- **Compliance and Regulation:** Ensure compliance with regulatory requirements, legislation, and standards governing the operation of residential children's homes, such as those set out by Ofsted. Maintain accurate records and documentation to demonstrate compliance with regulatory expectations.
- **Training and Development:** Provide training and development opportunities for staff members to enhance their knowledge, skills, and competencies in delivering high-quality care and support to children and young people. Offer training on safeguarding, child protection, therapeutic interventions, and cultural competency.
- **Service User Involvement:** Involve children, young people, and their families in decision-making processes and service development activities within the residential children's home. Seek their input and feedback on matters that affect their care, well-being, and quality of life, empowering them to participate in shaping the services they receive.
- **Partnership Working:** Collaborate with external agencies, professionals, and stakeholders involved in the care and support of children and young people to enhance service integration and coordination. Establish effective communication channels and joint working protocols to facilitate seamless transitions and continuity of care.
- **Staff Supervision and Support:** Regularly supervise and support staff members to ensure they can deliver high-quality care and support services effectively. Offer guidance, mentoring, and reflective supervision to help staff members address challenges, develop their practice, and maintain professional standards.
- **Service Evaluation and Feedback:** Conduct regular evaluations of service provision to assess its effectiveness, impact, and alignment with the needs of children, young people, and families. Solicit feedback from service users, stakeholders, and staff members to identify areas for improvement and make informed decisions about service development priorities.
- **Regulation 45:** Ensure the Review of Quality of Care (Regulation 45) is submitted to Ofsted twice yearly.

- **Regulation 44:** Ensure an independent person carries monthly Regulation 44 visits and that any requirements or recommendations are immediately resolved.

Person Specification

Qualifications and Education

- 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.
- Demonstrate commitment to continuing professional development.

Experience

- **Essential Requirement:** Two years of experience working with children in a residential care environment in the last five years and at least one year at senior level
- **Management Experience:** Proven leadership in managing residential children's homes, including staff management and service delivery.
- **Safeguarding Expertise:** Extensive knowledge and experience in safeguarding children and young people, ensuring compliance with regulations.
- **Person-Centred Care:** Ability to develop and implement individualised care plans tailored to the needs of residents.
- **Team Leadership:** Strong skills in team management, fostering a positive team culture, and promoting professional development.
- **Partnership Working:** Ability to collaborate effectively with external agencies, professionals, and stakeholders.
- **Quality Assurance:** Experience in monitoring and improving the quality of care and support services provided.
- **Crisis Management:** Capability to manage emergencies and ensure the safety and well-being of residents.
- **Financial Management:** Competence in managing budgets, resources, and financial sustainability.
- **Equality and Diversity:** Commitment to promoting equality, diversity, and inclusion within the residential setting.
- **Educational Support:** Dedication to supporting children's and young people's educational attainment and personal development.

Knowledge and Understanding

- **Legislation and Regulation:** A thorough understanding of relevant legislation and regulations governing residential children's homes in the UK, including but not limited to The Children's Homes (England) Regulations 2015, the Children Act 1989 and 2004, the Care Standards Act 2000, and associated statutory guidance. Familiarity with regulatory frameworks and inspection processes established by Ofsted.
- **Child Development and Welfare:** Knowledge of child development theories, attachment theory, and the impact of adverse childhood experiences (ACEs) on children's well-being and development. Understanding the principles of child-centred practice and the importance of promoting positive outcomes for children and young people in care.
- **Safeguarding and Child Protection:** Expertise in safeguarding policies, procedures, and practices aimed at protecting children and young people from harm, abuse, and exploitation. Knowledge of indicators of abuse, reporting mechanisms, and multi-agency safeguarding arrangements for responding to safeguarding concerns.
- **Care Planning and Assessment:** Proficiency in conducting comprehensive assessments of children and young people's needs and strengths and developing individualised care plans in collaboration with relevant stakeholders. Understanding of key principles in care planning, risk assessment, and care management to promote the holistic well-being of children in care.
- **Behaviour Management and Therapeutic Interventions:** Skills in managing challenging behaviour among children and young people in care, employing positive behaviour management strategies and de-escalation techniques. Knowledge of therapeutic interventions, counselling approaches, and trauma-informed care practices to support children and young people with complex needs.
- **Team Leadership and Management:** Ability to lead, motivate, and supervise a multidisciplinary team of residential support workers, promoting a positive work culture and fostering staff development and well-being. Knowledge of effective leadership styles, team dynamics, and performance management principles to maximise team effectiveness and service delivery outcomes.
- **Communication and Interpersonal Skills:** Strong communication and interpersonal skills to engage effectively with children, young people, families, staff members, and external stakeholders.
- Ability to communicate complex information clearly and sensitively and to build trusting relationships based on empathy, respect, and cultural competence.
- **Cultural Competency and Diversity:** Awareness of cultural diversity, religious beliefs, and identity issues that may impact the experiences and needs of children and young people in care. Ability to promote inclusive practice, respect diversity, and tailor support services to meet service users' cultural and linguistic preferences.

- **Organisational Management:** Knowledge of organisational management principles, including budgeting, financial management, human resources, and operational planning. Skills in resource allocation, risk management, and performance monitoring to ensure the efficient and effective operation of the residential children's home.
- **Professional Ethics and Values:** Adherence to professional codes of ethics, values, and standards of practice governing the social care profession. Commitment to upholding the rights, dignity, and well-being of children and young people in care and advocating for their best interests in all aspects of service delivery.

Skill and Abilities

- **Leadership:** Ability to provide strong and effective leadership to a multidisciplinary team of residential support workers, inspiring motivation, fostering teamwork, and promoting a positive work culture.
- **Communication:** Excellent verbal and written communication skills to convey information clearly, sensitively, and effectively to children, young people, families, staff members, and external stakeholders.
- **Interpersonal Skills:** Strong interpersonal skills to build and maintain positive relationships, establish rapport, and engage empathetically with children, young people, families, and colleagues.
- **Problem-Solving:** Proficiency in problem-solving and decision-making to address complex issues, resolve conflicts, and make sound judgments in the best interests of children and young people in care.
- **Critical Thinking:** Ability to critically evaluate information, assess risks, and identify opportunities for improvement in service delivery, policy development, and organisational management.
- **Resilience:** Resilience and adaptability to cope with the demands and challenges of working in a dynamic and sometimes emotionally challenging environment, maintaining professionalism and composure under pressure.
- **Team Management:** Ability to recruit, train, supervise, and motivate a team of residential support workers, promoting staff development, performance management, and staff well-being.
- **Advocacy Skills:** Advocacy skills to champion the rights and needs of children and young people in care, advocating for their best interests and empowering them to participate in decision-making processes affecting their lives.

- **Conflict Resolution:** Proficiency in conflict resolution and mediation techniques to address disputes and conflicts among children, young people, families, and staff members constructively and respectfully.
- **Risk Management:** Ability to assess and manage risks to the safety, well-being, and rights of children and young people in care, implementing appropriate risk management strategies and preventative measures.
- **Continuous Learning:** Commitment to continuous learning and professional development to stay abreast of emerging trends, best practices, and innovations in the field of residential childcare and to enhance skills and knowledge accordingly.

Equality and Diversity

- **Legal Compliance:** Ensure compliance with relevant equality and diversity legislation, including the Equality Act 2010, which prohibits discrimination on the grounds of protected characteristics such as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.
- **Policy Development:** Implement equality and diversity policies and procedures within the residential children's home, outlining commitments to promoting equality of opportunity, diversity, and inclusion for children, young people, families, and staff members.