JOB DESCRIPTION

Job Title:	Registered Service and Development Manager – Children's Supported Accommodation
Full-Time Salary based on 37.5 hours:	Circa £50-55k depending on experience. Flexible working to meet service needs and on-call arrangements
Responsible to:	Registered Manager – Tenanted Services initially and working with the leadership team in development of the young people's services

Main Purpose of the Role

The Registered Service Manager will lead the mobilisation, registration, opening and ongoing management of Southend Care Limited's Supported Accommodation Service for looked-after children and care leavers aged 16 and 17.

The postholder will be responsible for ensuring the service operates safely, effectively and in compliance with all relevant regulatory requirements, delivering high-quality, outcome-focused support that promotes independence, wellbeing and positive futures for young people.

Initially managing a single service, the postholder will contribute to the development of a wider supported accommodation pathway and may assume responsibility for multiple services as provision expands.

The Registered Service Manager will work closely with the Responsible Individual, Southend Care Limited leadership team, Southend-on-Sea City Council, Ofsted and partner agencies to ensure the service delivers excellent outcomes for young people and meets organisational objectives.

KEY RESPONSIBILITIES

Service Mobilisation & Leadership

- Lead the mobilisation, registration, launch and development of the supported accommodation service.
- Establish a positive, aspirational and trauma-informed culture that promotes safety, independence and achievement.
- Develop and maintain the Statement of Purpose, accurately describing cohort, support, accommodation, staffing, referral and matching, safeguarding, outcomes and service limits.
- Ensure appropriate staffing structures, systems, policies and operational processes are in place.
- Working with property, health and safety and fire safety leads to establishing safe, suitable accommodation.
- Provide visible leadership and effective management of staff and resources.

- Contribute to the future growth and development of supported accommodation services within Southend Care Limited.

Regulatory compliance

- Ensure the service operates in compliance with all relevant legislation, regulations, standards and organisational policies.
- Act as the primary operational contact for Ofsted and other regulatory bodies.
- Maintain oversight of service quality, safeguarding, performance and regulatory compliance.
- Maintain current knowledge of the regulatory framework governing supported accommodation for looked-after children and care leavers.
- Lead audits, inspections, quality assurance activity and continuous improvement planning.
- Ensure records are accurate, contemporaneous, secure and demonstrate decision-making.
- Escalate any risk of operating outside regulatory scope or organisational authority.

Referral, assessment and placement matching

- Oversee referrals, including emergency placements, assessments and admissions to ensure placements are appropriate, safe and well-matched.
- Apply a structured process covering need, support, safeguarding, risk, compatibility, location suitability, service capability, staffing capacity, the young person's wishes and whether supported accommodation is appropriate.
- Use needs banding without treating support as a proxy for risk.
- Consider risk, compatibility and service capability separately before the final decision, involving relevant professionals and wherever practicable, the young person
- Decline or defer referrals where the setting is inappropriate, needs cannot safely be met, compatibility risk is unacceptable, essential information is unavailable or transition cannot be planned.
- Record and communicate reasons for decisions.
- Establish planned transitions including information sharing, introductions and visits.
- Review suitability when needs or risks change and escalate where the service may no longer be appropriate.

Safeguarding and risk management

- Hold overall responsibility for safeguarding within the service.
- Ensure effective systems are in place to protect young people from harm, exploitation and abuse.
- Promote a culture where young people feel safe, respected and able to raise concerns.
- Work effectively with partner agencies to manage risks and safeguard young people.
- Ensure incidents, concerns and notifications are managed appropriately and acted upon promptly.
- Chair or contribute to strategy, risk and multi-agency meetings.
- Review incidents for patterns, learning and prevention.
- Make timely safeguarding and regulatory referrals and notifications.
- Escalate where external plans, information or resources are insufficient

Support planning and outcomes

- Ensure young people receive high-quality, person-centred support that promotes independence and preparation for adulthood.
- Oversee support planning, progress reviews and outcome monitoring.
- Promote engagement in education, employment, training and community opportunities.
- Ensure young people's views, wishes and aspirations inform service delivery and development.
- Lead effective move-on planning at point of admission that supports sustainable independence throughout the placement
- Reflect cultural identity, communication needs, religion, disability and relevant individual circumstances.
- Monitor the consistency, purpose and impact of direct work and use outcome information to improve delivery
- Assess ability to manage rent, bills, budgeting, a home, appointments, neighbour and landlord relationships, help-seeking and risk.
- Ensuring occupancy or length of stay does not take precedence over readiness for greater independence and taper support as confidence & capability increase

Leadership and workforce development

- Provide visible, consistent and values-led leadership
- Create a culture of safety, accountability, aspiration, curiosity and respect.
- Recruit, develop and retain a skilled and motivated workforce, applying safer recruitment requriements
- Ensure staff receive appropriate induction, supervision, training and performance management.
- Promote professional standards, accountability and continuous learning.
- Foster staff wellbeing and a positive working environment.

Quality assurance and continuous improvement

- Lead quality assurance and continuous improvement across all areas of service delivery, ensuring compliance, safety and positive outcomes for young people.
- Monitor performance through audits, inspections, feedback, safeguarding activity and service data, identifying themes, risks and opportunities for improvement.
- Implement and oversee improvement plans, ensuring actions are completed and learning is embedded into practice.
- Produce accurate reports and performance information for senior leaders, commissioners and governance bodies.
- Promote a culture of reflective practice, accountability, learning and continuous development, informed by feedback from young people, staff and partners.

Partnership working

- Develop and maintain effective relationships with commissioners, social care, housing, education, health, police and other partner agencies.

- Represent Southend Care Limited at operational and strategic meetings.
- Work collaboratively with partners to achieve positive outcomes for young people and prevent placement breakdowns.

Financial and resource management

- Manage budgets and resources effectively and within delegated authority.
- Ensure accommodation remains safe, suitable and well maintained.
- Monitor financial, staffing and operational performance and take corrective action where required.
- Ensure resources are used efficiently without compromising quality, safety or outcomes.

Health, safety and accommodation

- Ensure the services are safe, welcoming and appropriately maintained.
- Ensure required health and safety, fire, property and environmental checks are completed and recorded.
- Maintain systems for repairs and property concerns.
- Escalate property, capacity or environmental issues that may compromise safety or registration

Working environment

Working across all units within Tenanted Services for Children and Adults as required. This role is required to participate in out-of-hours management where required and respond to serious incident and emergencies.

At times may be required to work in any service within Southend Care Ltd when services are in an emergency or as directed by a Director.

Standard Phrases

- To practice within a legal framework encompassing statutory, organisational policy and guidelines
- Ensure a work environment that protects peoples' health & safety and that promotes welfare and which is in accordance with the Company Health & Safety policy.
- To be familiar with Equal Opportunities Good Practice and with the Company requirements for Diversity and to implement this in all aspects of working practice and promote it in the team and workplace.
- This role requires an Enhanced DBS from the Disclosure and Barring Service including children's barred list and assessment of fitness & suitability
- To maintain confidentiality of information in line with the requirements of GDPR
- You may be required to undertake other relevant and appropriate duties as reasonably required.
- All employees of Southend Care are expected to be committed to social justice and report and respond to all cases of suspected abuse in line with the SET (Southend, Essex & Thurrock) Safeguarding Vulnerable Adults and Children's Guidelines.

Person Specification

Attributes	**Activity**	**E**ssential **or** **D**esirable	**How evidenced**
Qualifications or membership to a Registered Body	• Hold the qualification required for registered management of the service. • Demonstrate relevant continuing professional development. • Relevant management qualification. • Relevant professional qualifications in social work, youth work, housing, education, health, social care or a related discipline. • Advanced training in safeguarding, trauma-informed practice, exploitation, adolescent risk or service leadership.	E E D D	A A&I
Knowledge, Experience Skills and Abilities	• Significant experience managing or supervising a similar service, including leadership of teams, budgets, performance and service delivery. • Experience implementing policies, procedures, compliance requirements and service improvements within a regulated environment. • Proven ability to motivate and develop staff, manage stakeholders and build effective partnerships. • Sound understanding of safeguarding, the needs of looked-after children and care leavers, adolescent development, trauma-informed practice, risk management and preparation for independence. • Knowledge of children's supported accommodation regulations, quality assurance, safer recruitment, workforce development and equality and diversity principles. • Ability to establish and lead services through change, making balanced and evidence-based decisions in complex situations. • Strong skills in assessment, analysis, report writing, planning, organisation and performance management. • Able to manage competing priorities, respond effectively under pressure and maintain oversight of operational risks.	E E E E E E E E	A & I

	• Skilled in using data, audits, feedback and performance information to drive continuous improvement. • Demonstrates professional curiosity, sound judgement, resilience and a commitment to delivering positive outcomes for young people. • Committed to organisational values, continuous professional development and maintaining up-to-date safeguarding knowledge and any registration requirements relevant to the role.	E E E	
Values *(Demonstrates the Company's Values and Behaviour i.e. the how)*	**We are Caring** always providing person centred care and support we would want for ourselves & loved ones. **We are Passionate-** about care & having pride in being part of SCL **We are Diverse –** inclusive, recognising diversity through celebrating differences **We are Empowering** – enabling everyone to fulfil their potential, taking ownership & being accountable **We are Innovative –** able to take on new challenges & seek solutions with a balanced care & commercial mind set **<u>Specific values for the young people's services</u>** **Young-person-centred leadership:** Places safety, views, rights, aspirations and individual needs at the centre of decisions. **Integrity:** Acts honestly, records decisions transparently and raises concerns. **Professional curiosity:** Tests assumptions and seeks missing information. **Appropriate ambition:** Believes young people can progress while recognising individual starting points. **Accountability:** Takes responsibility for quality and safety and follows through. **Collaboration:** Builds constructive relationships while retaining the ability to challenge. **Reflective leadership:** Learns from young people, staff, incidents, complaints, audits and scrutiny.		

	Respect and inclusion: Treats people with dignity and challenges discrimination.		