

JOB DESCRIPTION

Job: Service Manager

Office Location:

Reports To: Regional Operations Manager / Group Head of Residential Services

Hours of Work:

MAIN PURPOSE OF JOB:

To be responsible for effective day to day running of the residential home, to be responsible for a team of staff and work allocations, as well as undertaking direct work with children in the residential home when necessary. To be responsible for all aspects of the residential premises.

KEY RESPONSIBILITIES

1. To ensure that the young people's needs are recognised and met. This includes ensuring that they are free from discrimination within the home and to challenge discrimination from outside the home.
2. To protect the young people from harm in and outside the home.
3. To manage the home in compliance with OfSTED, legislation, and the ethos and policies of the company.
4. To provide leadership, guidance and management of the staff team.
5. To oversee and participate in the development, implementation and monitoring of the individual young people's care plans.
6. To be involved in the safe recruitment of staff.
7. To ensure that staff attend the company's internal training scheme REACH and to provide house-based training as needed.
8. To be involved in the monitoring and where necessary the disciplinary of staff.
9. To develop and maintain good working relationships with parents, social workers, schools and other professionals concerned with the welfare of the young people.
10. To use the home as a model to support and develop the social skills of the young people.
11. To ensure that the home provides an environment that is safe and sensitive to the needs of young people being looked after.
12. To ensure that the home meets the needs of the individual young people and the needs of the group.
13. To maintain a good understanding of child protection and safeguarding procedures.
14. To maintain good communication systems, including handovers, staff meetings, log books and regular meetings with the Heads/Directors or their representatives.
15. To fully participate in the organisation quality assurance systems providing regular reports and updates to the Head of Service and/or Directors.

16. Adhere to the therapeutic philosophy of the home / organisation.
17. To participate in the companies 'On Call' system.

GENERAL

1. To attend meetings and training as required.
2. To share the responsibility for creating a pleasant working environment.
3. To be flexible in hours of work in order to meet tasks required.
4. To be aware of Health and Safety regulations particularly as related to the upkeep of the office building and its surroundings.
5. To undertake any other duties that may be reasonably requested by your line manager or any of the Heads/Directors of Compass Children's Homes.
6. To be concerned for the welfare of the staff offering support at times of stress, praising work completed and monitoring performance including sickness absence.
7. Maintain personal and professional development

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall objectives of Compass Children's Homes

Signed:

(Post Holder)

Dated:

Signed:

(Group HR Manager)

Dated: