

Dual Registered Home Manager

Job Description

Directorate:	Education and Children's Services		
Service:	Children's Services		
Location:	Various across Lancashire		
Salary range:	£51,356 - £55,612	Grade:	11
Reports to:	Fostering Adoption, Residential Service Leader / Senior Manager	Staff responsible for:	4 - 6 Direct 48+ indirect

Job purpose and scope

Working in a critical operational area the post will impact on the Council's corporate vision and reputation to maintain/increase Public confidence. The post holder is a lead professional with pivotal involvement, working with the Fostering Adoption, Residential Service Senior Managers and Head of Service to develop, implement and provide direction at a senior level to inform the operational strategy of the service area.

The Residential Dual Registered Manager will;

1. Undertake line management duties for a number of assistant managers within residential service children's homes.
2. Undertake the role of Registered Manager for a minimum of two children's homes
3. Provide support to assistant managers and residential staff teams in handling diverse and complex work with children and families to ensure effective and responsive care services on behalf of commissioning social workers and partner members of the authority.
4. Support the work of the children's residential service and contribute to its ongoing development in line with the local authority's requirements.
5. Contribute to effective leadership, management, and development of the children's residential service to ensure consistency and high standards that lead to positive outcomes for children and their families.
6. Adhere to regulations, guidance, and governance specified by regulatory bodies.
7. Manage resources, personnel, and children within an area model, holding legal responsibilities under the Care Act 2000 and Ofsted regulations to achieve positive outcomes on behalf of the local authority.
8. Lead short-term team and service planning and contribute to the medium and long-term planning of the children's residential service, incorporating national policy and legislative changes within the service objectives.
9. Deliver clear objectives via project management and commissioning, anticipating future profiles and needs, involving external partners, and influencing wider service planning.
10. Work across the multi-disciplinary spectrum at both strategic and operational levels to engage service users and other stakeholders and ensure that compliance and practice standards across an area are upheld and delivered.

Children, young people and their families are safe, healthy and achieve their full potential

To deliver this vision we have agreed some key outcomes:

Five Outcomes

1. Vulnerable children and young people are safe from harm and build resilience.
2. Children and young people achieve their full potential in education, learning and future employment.
3. Children and young people enjoy healthy lifestyles and know how to help others.
4. Children, young people and families have a voice in shaping the support they receive.
5. Children and young people live in Lancashire where they can enjoy a good quality of life, be happy and want to stay.

Performance Indicators

- Quality of advice/service against legal, safety and best practice standards
- Achievement of relevant service targets
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer and stakeholder feedback
- Leading Lancashire Framework

Leading Lancashire – Our Leadership Framework



Leading Lancashire

Our Leadership Framework

Our Vision and Values We are driven by a simple yet powerful vision – “Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper.”

This vision is at the centre of everything we do. Embedded in our identity are our values: *Supportive, Innovative, Respectful, and Collaborative*, our guiding principles that enable everyone to thrive.



Four Spheres of Leadership

The Leading Lancashire framework is a dynamic approach, encapsulating four key spheres:

Responsibilities, Capabilities, Behaviours, and Results.

These spheres form the bedrock of our leadership ethos, providing clarity and direction for all leaders. Responsibilities guide our actions, Capabilities cultivate our potential, Behaviours shape our interactions, and Results measure our impact. Together, these spheres ensure leaders deliver their best for themselves, their teams, LCC, and the people of Lancashire.



The Lancashire Mindset

Woven through the Leading Lancashire framework we introduce The Lancashire Mindset; Growth, Ownership, Optimism and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset not only shapes our approach to leadership but also serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Levels of Leadership

The Leading Lancashire framework provides an opportunity to define and clarify the focus and purpose of the various leadership levels within the organisation.

VISIONARY (Long-Term Direction):

Level 1 & 2 Leadership – Executive Directors and Directors
Senior leaders at this level, are Visionary Leaders. They have the privilege of shaping the long-term vision for the organisation, providing strategic and visionary direction that will guide the future success of Lancashire County Council.

SHAPING (Medium to Long-Term Strategy):

Level 3 Leadership – Heads of Service

Heads of Service at this level are Shaping Leaders. They are empowered to shape strategies with a broad mid to long-term view, setting clear strategic initiatives that provide direction to the management population, contributing to the organisation's success in the medium to long term.

OPERATIONAL (Short-Term to Immediate Effectiveness):

Level 4 Leadership – Management Roles

Leaders at this level, found in various management roles, are Operational Leaders. They focus on immediate operational effectiveness, ensuring their teams deliver in the short term, meeting objectives and driving success on a daily-to-monthly basis.

These refined terms more explicitly convey the visionary, shaping, and operational aspects of leadership at each level within the Leading Lancashire framework.

Accountabilities/Responsibilities

Vision, Strategy and Performance

Responsible for:-

1. Ensuring delivery of Service Plan objectives for the specialist service area of responsibility and delivering results to meet the needs of the community or customer through effective leadership of people.
2. Developing and embedding a performance culture that delivers results through rigorous challenge, disciplined delivery and continual improvement, ensuring that resources are targeted on business priorities and meeting customer needs.
3. Maintaining effective systems for monitoring, reviewing and evaluating staff and own performance against the group's objectives. Take appropriate corrective action as necessary.

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4. Supporting the Senior Manager/Responsible Individual and Head of Service in the preparation of proposals for the strategic direction of the service function, which supports the Council's overall future direction.
5. Being fully conversant with alterations to national, regional and local influences, legislation, council procedures etc. and plan for consequent changes to services.
6. Providing leadership and direction to staff; setting out the service goals; conveying how they support the fundamental purpose of the council and energise staff towards their achievement incorporating the Council's values and behaviours.
7. Ensuring that the Council performs its duties and functions in fulfilment of its statutory obligations.
8. The managerial leadership of the homes and their services and functions set within the Service.
9. Promoting managerial responsibility for cross-organisational group working, and across boundaries with other agencies and partners, to improve services and solve problems in a coherent and integrated manner.
10. Ensuring that relevant and best professional advice, guidance and information is available in an intelligible and timely fashion to appropriate senior officers as required.
11. Sustaining and improving the overall reputation of the Council and acting in the best interests of Lancashire County Council through effective representations locally, regionally and/or nationally.

Effective Processes

Responsible for:-

1. Supporting the development of the Council's policies, processes, practices and systems in respect of the service function, contributing to and ensuring that they are current, of a high standard, conform to best practice, comply with legislation and/or meet the needs of the Council within that service area.
2. Ensuring, within all homes under the registration, that all Council policies, processes, practices and systems, including those covering service delivery, resource and relationship management, are operated/implemented in accordance with Council requirements.
3. Reviewing, evaluating, and recommending the necessary action to amend service processes, practices and systems that lead to improved service delivery.
4. Reviewing as appropriate the effectiveness of other Council policies that impact on the delivery of services by the group and working with the corporate organisation for the overall improvement of services to the community.
5. Establishing mechanisms for the collection of a range of information and/or data on the service function and its performance, including its analysis, interpretation, processing and presentation.
6. Writing reports, and making presentations when required for a wide audience
7. Ensuring that effective arrangements are in place to secure the well-being and the health & safety of all employees and people delivering services for the Council.

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Organisation Learning, Growth and Sustainability

Responsible for:-

1. Ensuring that all group members keep abreast of the Council's changing legal obligations and mandates, including national regulations.
2. Using internal/external relationships to get feedback on effectiveness of services delivered, continuously re-evaluate these services and make recommendations for, or take action to, make appropriate changes.
3. Continuously reviewing and supporting the development of the strategies, policies, procedures and processes relating to own professional area and group remit, taking into account the views of all stakeholders both internally and externally.
4. Provide positive leadership, acting with openness, honesty and integrity, and instilling a clear sense of direction, priority and pace.
5. Leading people in an inclusive way to deliver strategic and operational objectives.
6. Ensuring workforce capacity and capability and for development activities to maintain the professionally safe delivery and viability of services.

Service Delivery

Responsible for:-

1. Ensuring delivery of Service Plan objectives for the team's areas of responsibility and delivering results to meet the needs of the service users through effective organisation of the team and monitoring of workflow.
2. Developing and embedding a performance culture within the team to ensure targets are met and poor performance is effectively managed.
3. Maintaining effective systems for monitoring, reviewing and evaluating staff and own performance against the team's objectives within the Service. Take appropriate corrective action as necessary.
4. Visibly and actively supporting and promoting the corporate activities of the Council and the values and behaviours of the Council.
5. Being aware of changes to policy and procedures and plan for consequent changes to services.
6. Leading a process of continual improvement to contribute to improved life chances for children, young people and their families.
7. Ensuring all staff are trained, supervised, developed and supported to provide the best possible outcomes for children, families and carers, seeking help from more senior managers and corporate colleagues as appropriate.
8. Ensuring that the Council performs its duties and functions in fulfilment of its statutory obligation.

Management of staff

Responsible for:-

1. To ensure the teams have in place appropriate systems and procedures to prioritise and manage demands on the service by allocating staff and resources appropriately, in accordance with social care assessed need and Education and Children's Services policies.
2. To monitor the team's performance with reference to local and key performance indicators for Children's social care services, producing performance and statistical reports as required.
3. Supporting the development of the Council's policies, processes, practices and systems in respect of service functions, contributing to and ensuring that they are current, of a high standard, conform to best practice, comply with legislation and/or meet the needs of the Service.
4. Reviewing, evaluating, and recommending the necessary action to amend service processes, practices and systems that lead to improved service delivery.
5. Undertaking audits in line with the service's quality monitoring requirements.

Partnership and Collaborative Working

Responsible for:-

1. Engagement with children and young people to ensure that their requirements are at the heart of the design and delivery of services in accordance with the Council's customer service strategy. Giving prompt attention to any complaints/concerns raised about the services/decision making of the team.
2. Building and promoting successful partnership working across agencies and with children and young people and their families, to deliver more cost effective and valued services. Ensuring that the needs of all stakeholders in Lancashire are met by modelling behaviour, which fosters equality of opportunity in service provision and employment.
3. Using internal/external relationships to get feedback on effectiveness of services delivered, continuously re-evaluate these services and make recommendations for, or take action to, make appropriate changes.

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

All the following requirements are essential unless otherwise indicated by *

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Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- Professional and/or academic level qualification or equivalent or substantial vocational experience in a relevant technical, scientific, specialised, or operational field - QCF5 or NVQ 5 Leadership & Management in Health & Social Care or equivalent.
- Management Qualification or significant management training.
- CQSW, DipSW, BA in Social Work (or equivalent).*
- A professionally qualified, registered Social Worker adhering to the Social Work England professional standards and able meet the Knowledge and Skills statements for child and family social work.*

Experience

- Significant lead professional, technical and/or specialist experience within a major operational area within the organisation.
- Minimum of 3 years' experience in the management of a Children's Home.
- A demonstrative record of delivering high quality services, advice and guidance.
- Service transformation within the relevant area of responsibility.
- Evidence of successful integrated working with colleagues across the service and agencies to promote the children and young people's best interests.
- Demonstrable commitment to diversity issues in both service provision and employment practices and evidenced achievement of positive outcomes.
- Experience of planning, commissioning, and performance frameworks in a multidisciplinary and partnership environment.
- Experience of working successfully at a managerial level to develop a high performing team.
- Engaging, advising, guiding and directing managers and team members within the area of responsibility.

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- Experience of inspiring and motivating teams to drive services forward, achieving high quality delivery and improved services.
- Ensuring delivering against agreed service plans and managing services in line with agreed budgets, targets and plans.
- Innovative and creative management of services within a diverse, changing and challenging financial environment.
- Significant risk management in complex cases/issues within a statutory or residential childcare setting.
- Social work in statutory and safeguarding areas of service.*

Essential knowledge, skills & abilities

- Sound knowledge of children's legislation, practice, and procedures, including Children Acts 1989 and 2004, Adoption and Children Act 2002, Leaving Care Act 2000, Children and Young Person's Act 2008, Care Standards Act 2000, Children's Home Regulations and Standards 2015.
- A clear understanding and awareness of the government agendas related to adoption and the ability to translate them into service requirements.
- A good understanding of the relevant legal, political, operational, commercial and social aspects of a similar complex environment.
- Ability to develop, motivate and challenge services/teams in a changing environment
- Ability to quickly build credibility with managers, team members and stakeholders.
- Ability to contribute to the delivery of high quality services within challenging targets and budgets.
- Ability to develop strategy, new initiatives and new ways of working, in line with statutory/legislative/corporate changes.
- Ability to evaluate service delivery to inform and resolve service issues and/or improve services.

Other essential requirements

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- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.
- This is an essential car user post.

You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive