**Job Title: Registered Manager – Family Assessment Centre**

**Location: Littlehampton**

**Reports to: Area Manager**

**Accountable to: Regional Director**

**Job Purpose:**

To exercise strategic and operational leadership to ensure the management and vision for the Service, its promotion and continuous improvement. To take full responsibility for the operational and financial performance of the Service, ensuring a safe and secure environment for all whilst adhering to Ofsted regulations.

**Key Stakeholders:**

**Internal:**

* SMT
* Regional Director
* Area Manager
* Heads of Service with the central teams
* Group/regional clinical and wellbeing teams
* Fostering colleagues

**External:**

* Service Users, their relatives, advocates and others
* Placing Authorities and Service Providers
* Regulatory Authorities
* Local services – statutory, voluntary and community
* Courts, their representatives and other professionals
* External Service providers

**Key Responsibilities:**

# Service Development

* Exercise the key leadership role for the Service on a daily basis and to pursue the development of the agreed strategy for the service

* Oversee and monitor the daily support of the service users, monitoring all legal requirements.

* Work effectively with the SMT and group-wide support services to develop the detail of the strategy

* Utilise personal expertise, experience and contacts to inform the development of the strategy and ensure that it meets service commissioners’ identified priorities in the most effective manner

* Attend and provide information as required to Senior Management meetings

* Work to promote the service as a valued, professional asset within its community. Ensure that all staff conduct themselves at all times in a manner that reinforces this image

* Work with the wider group to identify opportunities for the improved performance of the service and to identify opportunities for future developments

* Coordinate the contribution within the service to the development of new projects.

* Utilise the support service offered by the group by ensuring each departmental/discipline lead is connected to key contacts in their area within the group

# Service Marketing and Promotion

* Work, with the support of the Board, group Professional Team, and external advisors to enhance the profile and credibility of the service, both regionally and nationally, to Placing Authorities, families, professionals, and the general public

* Assist in the preparation and regular review of high quality, effective marketing materials

* Participate in promotional campaigns to fill and maintain full occupancy of the Service

* Assume overall responsibility in developing and maintaining positive commissioner relationships to proactively generate referrals and maintain steady occupancy levels.

# Quality

* To ensure that appropriate standards are maintained, especially in relation to care and clinical programs for all Service Users, in accordance with company policies.

Specific areas include:

* Care Standards Act 2000 – specifically, the Residential Family Centres Regulations 2002
* Health & Safety – environmental health, food, fire, risk assessments
* Key aspects of the Company Policy Framework
* Standards of maintenance, decoration, cleanliness and grounds
* Arrange service review on a monthly basis providing an action plan as required
* Full and appropriate response to all reports/requirements of external regulators
* Frequent care checklists
* Governance of the service
* To ensure the service consistently meets, or exceeds, the national minimum standards for Family Assessment Centres, as outlined by Ofsted.
* To ensure Area Manager/Regional Director is kept accurately informed of service developments, progress and critical incidents in line with Group reporting processes
* To ensure Area Manager/Regional Director is aware of, and in agreement with, developments of service
* To be continually aware of risks and opportunities which may impact on the service from outside the group

# Service Delivery

* Take personal responsibility for the management of the referral, assessment and admission process with the support of the local Senior Management Team and group Central Office Team
* Facilitate the delivery of an integrated and complimentary care, assessment and clinical service

* Ensure the service reaches and maintains a high quality of service delivery throughout all its operational functions

* Define and set the culture within the home so that it’s aligned with groups vision, mission and values

* Lead and ensure effective collaborative work between Care and Clinical teams to secure consistent high quality service delivery resulting in the best possible outcomes for our service users

* Where appropriate, liaise with internal care services and the management teams within them

* Where appropriate, liaise with internal fostering colleagues to facilitate delivery of our ‘step down’ model

* Support the Clinical lead to ensure clinical resources are effectively utilised to support assessment, care and social outcomes

* Take overall responsibility for the staffing of the service to ensure a safe and compliant 24hr service is delivered, with minimal use of agency support to achieve this

* Utilise the support of the group facilities team to ensure the effective co-ordination of maintenance, development and refurbishment work. Ensure the integrity of the property and grounds are kept to the highest standards

* Work collaboratively with Senior Professional colleagues, and within National and group Standards, to ensure that care, professional and general support services are structured, staffed, trained and operated to deliver high quality, individually tailored programmes to meet the needs of each service user

* Develop and maintain arrangements for consultation of service users individually to take their views into account

* Lead the overall direction in formulating and implementing the Service's Annual Development Plans

* Identify training needs related to the annual Workforce Development Plans and ensure the development and operation of a programme of CPD for staff, therefore maximising performance and identifying future leaders

* Ensure the operation of all services in accordance with Group policies, agreed performance targets and within agreed budget

* Ensure best possible use of resourcing and budget to provide best value, whilst securing outcomes for all service users

* Take responsibility for and ensure delivery of fully compliant and accurate records associated with the delivery of the service, included any regulatory requirements or standards

# Service Outcome

* Ensure effective intervention, assessment and care is delivered for each individual service user/family

* Initiate and maintain the highest standards of review and transitional planning, throughout the time a service user is placed with the service, as required to lead to a final successful move-on for all

* Monitor the progress of all service users and co-ordinate and oversee appropriate action should any appear wrongly placed or not achieving expected aims

* Monitor and report on the success of the service in achieving outcomes as a whole for all service users to inform accurate self-evaluation of the service
1. **Standard responsibilities:**

There are a number of standard duties and responsibilities that all employees, irrespective of their role and level of seniority within NFG are expected to be familiar with and adhere to:

* Participates in an annual performance review programme.
* Works at all times, in accordance with the policies and procedures of the NFG and statutory regulations applicable to the Group.
* NFG is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to work in accordance with this.
* Undertakes other duties as assigned.

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| **Job Holder** |  |  |
| Name: | Signed:  | Date:  |
| **Signed on behalf of the NFG**  |  |  |
| Name: | Signed:  | Date:  |