



*Benjamin UK Ltd.*



# Benjamin UK Ltd.

## Job Description: Registered Manager

### **Organisational Relationships:**

The post holder will be accountable to the Company Director and Operations Manager. The Registered Manager will be responsible for all staff working within or from the Children's Home as identified by the Director.

### **Description of Role:**

The post holder will be responsible for managing all aspects of running the Home, for medium to long term planned placements as well as for emergency placements, to ensure young people are supported and prepared to move on to independent living.

To ensure that high levels of emotional and physical care, appropriate activities, comfortable accommodation and the service of keyworkers are planned, provided and applied in accordance with home's Procedures and Strategies. This includes the programmes which forms the basis of the package that the company provides to the placing authorities.

To deliver the therapeutic package consisting of diversion activities which includes, on a weekly basis, a physical activity such as cycling, gym, running or football; an expressive art activity; a music activity; a meal out with the group; two leisure activities of the child's free choice such as cinema or bowling or taking a love interest out for a meal etc.; a main diversion activity of the child's choice which is aimed at learning a new skill such as music or riding lesson; an educational activity such as cooking classes delivered by staff or walking in the woods.

To ensure that the home identifies a charitable or voluntary cause to which staff and children contribute and in which they are actively encouraged to participate.

To ensure the token system and incentive programmes are implemented and that all young people are consistently rewarded to encourage positive behaviour patterns and that problem behaviour is highlighted by the appropriate warning which results in a therapeutic key work session.

To ensure that goals to improve and manage behaviour in future are identified during these sessions and that the whole team are aware of the young person's goals in order to support progress.

To encourage education as well as therapeutic support at all times.

### **Context of the Post:**

This post has been identified as being specific to the Statement of Purpose relating to the services provision of a medium to long term placement home which accepts planned as well as emergency placements.

The post holder will be the 'Registered Manager' for the home as specified in the Children's Homes Regulations 2015 and required to fulfil the obligations set out in the Quality Standards for Children's Homes 2015. The home will provide medium to long-term as well as emergency placements for young people where the plan indicates this to be the most suitable intervention.

Benjamin UK Ltd. is a preferred provider of therapeutic residential care for children with behavioural difficulties and mental health problems. We specialise in the most complex cases. We develop the company to provide a niche service for difficult to place young people.

Therefore, emotional sustainability, sound partnership practice, verbal and written communication techniques, the ability to form lasting relationships, commitment to working issues through, and tenacity in working in a planned way to achieve the best outcomes for the young person through establishing small achievable targets are required.

### **Duties and Responsibilities Specific to the Post:**

- To be responsible for the management, co-ordination and development of a range of quality services for young people referred and/or accommodated within the home.
- To promote the practise of working in partnership with young people, their families, other staff within Benjamin UK Ltd, and other agencies, in order to meet the needs of young people.
- To provide effective leadership by implementing organisational strategies, in order to enable objectives of Benjamin UK Ltd. to be achieved.
- To promote team development and effective team working.
- To maximise the effectiveness of staff through motivation, development and the application of Benjamin UK Ltd. personnel policies.
- To take the lead in setting standards and evaluating achievements; to take a proactive role in securing improvements in the quality of services provided by Benjamin UK Ltd.
- To contribute to the development of corporate policies and service initiatives, aimed at improving the service provided by Benjamin UK Ltd.
- To ensure that there is a Statement of Purpose in place, which is appropriate to the needs of young people and outlines qualifications, experience and expertise of the staff employed within the home.
- To set and review targets and objectives for the home's staff team in order to ensure that work is focused and has clear direction.

- To provide operational management of the staff team and to deploy appropriate staff resources in order that key tasks are fulfilled. To ensure that sufficient back up resources are available in emergency/out of hours situations including participation in an out of hours 'On-Call' rota.
- To have line management responsibilities for a staff team, ensuring that all staff receive appropriate induction, supervision and appraisal.
- To be responsible for ensuring a full flow of information into and out of the team and to develop effective communication strategies and systems which assist staff in the operation of their duties.
- To take a lead role in the gate keeping and allocation of a range of services provided to meet the identified needs of young people.
- To ensure that the staff team are enabled to undertake such duties with young people who are non-resident or who have been resident in order to provide continuity of care where appropriate
- To be responsible for the effective management and development of a range of quality direct services to young people. To ensure that the policies and procedures of Benjamin UK Ltd. are implemented.
- To actively participate in recruitment, grievance, disciplinary, health and safety and other staffing matters with support from the Director. To ensure the director as well as the HR Manager are made aware of all staffing issues immediately when they arise.
- To ensure that staff training and development needs are identified and ensuring that those needs are met. To assist in training staff as required.
- To read up on and take advice on behaviours and conditions and to ensure that staff are informed and best practice followed.
- To ensure that all Health and Safety Regulations are complied with in accordance with Benjamin UK Ltd. policies, procedures and practices.
- To regularly inspect the condition of the structure, fabric, furnishings and fittings of the building to ensure that all necessary equipment, etc. is in good working order and of a reasonable and acceptable standard of repair.
- To ensure that effective finance budgets, control, administration and records comply with Benjamin UK Ltd.'s expectations and procedures.
- To promote and implement the companies Equality and Diversity policies and procedures.
- To ensure that staff understand and implement the companies Child Protection Procedures.
- To be responsible for ensuring sensitive DATA that you work with is protected and managed within the GDPR regulations and that your staff are regularly made aware of DATA protection requirements through training and supervision.
- To undertake any other such duties as required by the Director, commensurate with the grade of the post.

Note: This post is non-residential, but the post holder may be required to be part of a management rota providing out of hours support for the Company.

## **Common Duties and Responsibilities**

### **Cleanliness of the home**

To ensure that the house is vacuumed daily and that the living areas, guest toilets and bathrooms are kept in a pristine condition. To ensure that children's bedrooms are cleaned to a high standard with the help of staff at least twice a week and that attention is paid to wiping clean surfaces, washing laundry, removing cups etc. and emptying bins. In addition to this the manager would be responsible to ensure that the children are supported to put clean linen on their beds and that all the beds have linen on at all times.

### **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and Company requirements are met and that the highest standards are maintained.

### **Communication**

To establish and manage the team communications systems ensuring that the Company procedures, policies, strategies and objectives are effectively communicated to all team members. To ensure that the director and psychotherapist are copied and informed of all incidents. To ensure that the director is copied in on weekly reports sent to social workers. To provide weekly feedback on performance on the programmes.

### **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Company stated objectives of continual improvement in quality of its service to internal and external customers.

### **Health and Safety**

To ensure that the Health and Safety policy, organisation arrangements and procedures as they related to areas, activities and personnel under your control are understood, implemented and monitored.

### **General Management**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the company's policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

### **Financial Management**

To manage a designated budget (as required) ensuring that the company achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity. To not overstaff the home at any point. The hours work each month should reflect annual leave taken and take into consideration the 2 staff on each shift rule at all times unless permission had been sought for 1:1 staffing, which should be in writing and the director as well as accountant should be copied in.

### **Occupancy**

To ensure that you maintain full occupancy at all times. Benjamin UK Ltd.'s business model is based on full occupancy of 4 bedded homes. You are expected to be able to work with young people who display all the behaviours mentioned on our website and in our Statement of Purpose and Function. You are not expected to deliver psychological therapy. The latter will be provided by company psychologists, psychotherapist or external therapists and CAMHS. You will also receive additional support from the director and psychology team when needed. Failure to make placements will result in capability procedures and you will forfeit your bonus for any continued vacancy lasting more than 2 weeks in cases where referrals are continually rejected. The latter is damaging to the business as you will impact on our preferred provider status. This will be viewed as a disciplinary matter. We are an ethical and reasonable employer and have due regard for professional guidelines. We are a sustainable provider and we respect the rights of all stakeholders including that of local authorities who rely on our services and young people who have a right to access therapeutic services which change their lives. Placement breakdowns may result in capability procedures. We expect of our managers to run competent services for very vulnerable young people. We provide ample resources as well as professional support, regular training and regular supervisions.

### **Managing Company Property**

To ensure that staff and young people respect company equipment. To have cars washed weekly and cleared of rubbish after each trip. To ensure that company phones, laptops, iPads and other equipment are not abused.

### **Supervision and Appraisal**

All members of staff will receive supervision and appraisal and it is the responsibility of each member of staff to follow the company's procedure in respect of supervision and appraisal.

### **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we have developed policies, which will seek to remove any barriers to equality of opportunity and to eliminate unfair and unlawful discrimination. These policies apply to all employees of Benjamin UK Ltd.

### **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work. The company will apply for a high court injunction against individuals in order to protect its intellectual property.

### **Induction**

Benjamin UK Ltd. has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation. The manager should ensure that each new member of staff receives an induction pack and that the induction is completed.