

**Dudley Lodge Safeguarding Children Services**

**Dudley Lodge Family Assessment Centre - 143 Warwick Road, Coventry, CV3 6AT**

**Bonner House – 172 Sellywood Road, Bournville, Birmingham, B30 1TJ**

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| **Job Description**  |
| **Job Title:**  | Centre Manager |
| **Grade:** | 46 - 50 (£46,079-£50,272)  |
| **Hours:** | 37.5 hours per week  |
| **Base:** | Dudley Lodge, Coventry  |

Is the post exempt from the Rehabilitation of Offenders Act? Yes

Does the post require a DBS check?Yes

**Purpose of Job**

* To be the Registered Manager for Dudley Lodge, Residential Family Assessment Centre.
* To be responsible for the day-to-day assessment and intervention practices within the Centre and the community.
* To ensure the Centre remains compliant with relevant legislation and the National Minimum Standards (OFSTED).
* To actively manage the Centre, staff and quality of all assessments undertaken.
* To case manage cases as required.
* To provide a high quality and dependable standard of service in line with the values and standards of the organisation.
* To actively uphold Dudley Lodge’s reputation with our stakeholders.

**Background of Dudley Lodge**

Dudley Lodge is a UK registered non-profit making organisation established in 1895, we are one of the leading Family Assessment Centres in England and Wales. The whole emphasis of our organisation is to safeguard children.

We have been conducting quality Family Assessments for over 25 years and operate over two sites: Coventry & Birmingham, primarily focusing on Residential Assessments.

Our Purpose is to provide the Courts and other relevant parties concerned with the safeguarding of children, a range of high quality, independent assessments, interventions and services regarding referred parents/carers’ abilities to keep children safe, and to assess their capacity and potential for promoting children’s continuing wellbeing.

**Effectiveness Areas**

1. Senior Management Team Membership
2. Centre Management
3. Staff Management
4. Quality Management

**Duties and Responsibilities**

***Senior Management Team Membership***

***Main Responsibilities:***

* In conjunction with the Operations Manager’s, Executive Team and the Board of Directors, to foster and develop a culture in the organisation in which all legal requirements are met and all standards of service provision meet the expectations of OFSTED.
* To develop strong professional working relationships with Executive Team members to further the objectives and strategy of the Charity.
* To undertake a regular assessment and evaluation of the working practices and culture of the organisation in conjunction with others, and recommend necessary changes and actions arising out of this.
* To look for opportunities to improve existing practices and to expand existing service provision.
* To establish and maintain appropriate liaisons with other professionals and relevant regulatory bodies.
* To represent Dudley Lodge at community/professional functions and to promote its services.

***Centre Management***

***Main Responsibilities:***

* To be the OFSTED Registered Manager for the Centre.
* In conjunction with others, being responsible for ensuring the legal requirements of the Centre and Service Provision, including adherence to the Care Standards Act 2000, Residential Family Centres Regulations 2002 and OFSTED National Minimum Standards for Residential Family Assessment Centres.
* In conjunction with others, taking a lead in OFSTED inspections, providing evidence in judgement areas identified in the Social Care Common Assessment Framework (SCCIF): Residential Family Centres.
* Case manage families when the situation dictates.
* To chair Senior Management Team Meetings.
* To provide a safe and structured environment for staff and families.
* To meet the requirements as set out in the Centre’s ‘Statement of Purpose’, which includes staffing, health & safety etc.
* To manage the Centre’s health & safety responsibilities in conjunction with other delegated staff.
* To be responsible for the general maintenance and decoration of the Centre.
* To make an active contribution to the development of the Centre with regards to diversification of services provided.
* To manage budgets and achieve occupancy/income targets that are set by the Board of Directors/Executive Team.

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***Staff Management***

***Main Responsibilities:***

* To be responsible for the line supervision and management of Centre’s Senior Management Team and the informal supervision of other staff members as appropriate.

* To lead and manage change within your team.
* To identify training needs within your team.
* To promote a learning culture within the organisation in which its values are translated into working practices, relationships and levels of service provision.
* To promote a quality service in all areas of staff management.
* To actively engage with all employees & implement best practice in staff management.
* When required, undertake investigations into performance, capability or conduct issues. Provide objective professional reports regarding practice standards and role performance as part of formal capability review processes so that fair, evidence-based decision making can be applied.
* To ensure ‘performance management’ is carried out in relation to all grades of staff.
* Have a clear and accurate self-assessment of practice, performance and quality, with robust actions built into development plans to ensure that individual and area performance targets are met.

***Quality Management***

***Main Responsibilities:***

* To be responsible with others for assessments provided by Dudley Lodge and required by the Courts under the ‘Framework for Assessment of Children in Need and their Families’, and Child Protection and Adult Protection procedures.
* Provide effective leadership to the team, combining professional challenge with strong support, providing clear accountability.
* To monitor and evaluate the quality of assessment/interventions in order that standards of excellence are maintained.
* To be the organisation’s representative in Court and provide support and advice to others who fulfil similar duties.
* To help build an environment in which assessments undertaken and services provided are of the highest standards.
* Contribute to personal supervision meetings and your own continuous professional development.

**Title of post to which this job normally reports:**

Operations Manager, Risk and Relations

**Supervision**

Formal supervision will be provided by the Operations Manager. In his/her absence supervision will be provided by the Chief Executive.

**Number and type of staff to be supervised:**

The number and type of staff to be managed will vary and will be decided in consultation with the Operations Manager, Chief Executive & HR Manager.

**Special Conditions:**

If required, the post holder will assist in the ‘on-call’ rota.

The post holder may be required to work some shifts including weekends and Bank holidays, to cope with the fluctuating needs and demands of the Centre.

All staff members are expected to work in a flexible way to cope with the needs, demands and requirements of the organisation. This may mean working from both Centres, (Coventry & Birmingham) and covering shifts.

All staff members are expected to work with families on a residential and community basis.

Dudley Lodge operates a non-smoking policy for staff.

Observance of the Centre’s Equality & Diversity Policy will be required, and to work at all times in accordance with all the Centre’s policies and procedures.

Failure by a member of staff to report actual or suspected physical or sexual abuse of a child by another member of a staff or other person having contact with the child may constitute a disciplinary offence.

Board of Trustees

Chief Executive

Operations Manager, Risk and Relations

**Centre Manager, Dudley Lodge**

Deputy Centre Manager

Quality Assurance Managers

Family Assessment Workers

Team/Case Managers

**Organisation Chart**

Snap shot - targeted at your specific area of work



**DUDLEY LODGE**

**PERSON SPECIFICATION – Centre Manager**

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| **Factors** | **Essential** | **Desirable** | **How Identified** |
| **Qualifications/****Training** | NVQ Level 4 in Management or equivalent **HCPC recognised Social Work qualification**Demonstrable commitment to undertake management training to the level required by Dudley Lodge |  | Application Form  |
| **Skills/Abilities** | * **Demonstrable experience of continuously monitoring, managing, developing and improving team and individual performance.**
* **Can monitor and maintain an appropriate budget, ensuring the financial needs of the charity are met.**
* **Ability to respond to unforeseen circumstances with confidence and as a role model for the Centre**
* **Effective leadership and motivation**
* **Can respond to safeguarding concerns and follow appropriate statutory guidelines to ensure the best decisions are made for the child**
* **Demonstrates an ability to work with a diverse team**
* **Can multi-task and prioritise workloads taking into consideration the needs of the Centre**
* Excellent Report Writing skills
* Excellent Court skills
* Excellent Skills in relation to computer literacy
* Ability to form effective relationships and uphold the reputation of the Organisation
* Ability to maintain professional judgement and sustain performance when working under pressure
* Ability to diffuse volatile situations
* Able to plan and prioritise workload
* Ability to demonstrate flexibility and initiative
* Ability to undertake training and apply new methods of working
 | Previously managed within a residential setting  | Interview Process Application Form  |
| **Knowledge** | * Knowledge of the Child Protection Procedures and Working To­gether (2018)
* Knowledge and understanding of child care law, particularly the Children Act 1989, Children Act 2004 and the Public Law Outline 2014
* Knowledge of Every Child Matters
* Working knowledge of Framework for the Assessment of Children in need and their families (DOH)
* Knowledge of Health & Safety legislation
 | Knowledge of the National Minimum Standards for Residential Family Assessment Centres, Care Standards Act 2000, Residential Family Centres Regulations 2002 (as amended), SCIFF: Residential Family Centres, Knowledge of GDPR | Interview Process Application Form |
| **Experience** | * At least 5 years post qualifying experience within a Child Protection setting and Court work
* At least 2 years’ experience relevant to residential care within the last 5 years
* Experience in managing and leading large teams
* At least 1 years’ experience of supervising and managing professional staff
* Experience of conducting comprehensive family assessments
* Presenting evidence for children & families within the Court arena
 | Previous experience of being a Registered Manager  | Interview Process Application Form |
| **Equal Opportunities**  | Demonstration commitment to implementing equality of opportunity and for working within Dudley Lodge Equal opportunity Policies |  | Application form and interview |
| **Other:**  |  | Driving license  |  |