

## Residential Services Manager

<b>Job Title</b>	Residential Services Manager
<b>Location of Post</b>	Compass Child and Family Services (Compass CFS) South West region of Ireland.
<b>Main Objective of the Post of Residential Manager</b>	The Residential Manager takes full responsibility for the operating of the Residential Service provided by Compass CFS, in accordance with the relevant legislation, policy and best practice.
<b>Details of Service</b>	The person appointed to this post will work within the team of Compass CFS; working as part of a multi-disciplinary team delivering a coordinated approach to service delivery of child and family services. S/he will be required to work across services within the organisation where required and as designated.
<b>Reporting Relationship</b>	The professional reporting relationship for clinical and operational governance and line management supervision will be to the Regional Residential Services Manager of Compass CFS or designate.
<b>Purpose of the Post</b>	The post holder's role is to lead the development and establishment of out of home care settings for young people. The post holder will lead the operation of policies & procedures and programmes necessary for the running of such service(s). The role includes mentoring less experienced adults (staff) and to contribute to the on-going development and implementation of out of home care settings for children and young people. The post holder will have responsibility for contributing to the development and maintenance of high standards of professional practice in conjunction with the Compass CFS Team. The post holder will have budgetary responsibilities in connection with the out of home care services provided by Compass CFS.
<b>Principal Duties and Responsibilities</b>	<p><b>Professional/Clinical</b></p> <p><i>The Residential Services Manager will:</i></p> <ul style="list-style-type: none"> <li>• Be the named manager for agreed children's services within Compass CFS as agreed with the Regional Residential Services Manager and take full responsibility for the adherence, implementation and maintaining of all necessary guidelines in relation to this role.</li> <li>• Managing the day-to-day operation of the residential facilities and to further contribute to the overall service delivery to young people, families and other groups.</li> <li>• Work independently within the organisation.</li> <li>• Demonstrate self-motivation.</li> <li>• Work self-directed in the development of programmes.</li> <li>• Manage staff so they can carry out their assigned work to the highest standard.</li> <li>• Participate in on-going inter agency work in respect to young people and families who have been referred to Compass CFS.</li> <li>• Identify young people's and family's individual and collective needs in partnership with them and to co-create preventative and/or social action strategies to meet those needs.</li> <li>• Offer services to young people and families who require specialist knowledge.</li> <li>• Be sharing expertise with team colleagues.</li> <li>• Contribute to the monitoring and evaluation of outcomes for young people and families.</li> <li>• Provide guidance to staff who support the young person, family or other group.</li> <li>• Engage in systemic interventions as appropriate with individuals, families, groups and organisations.</li> </ul>

- Oversee and co-ordinate the planning and delivery of individual, group, organisational and community-based capacity building interventions.
- Adopt a holistic approach aimed at enhancing the quality of life, health and social well-being of all persons within the remit of Compass CFS.
- Build on the strengths and abilities of the young person/family/groups/community.
- Promote independence, self-reliance, self-determination and empowerment with young people and families in their environment, in the residential setting or within other local contexts.
- Support staff in enabling young people and families to advocate for their own needs, or where appropriate advocate on behalf of the young person/family.
- Collaborate with other disciplines/agencies as required, in appropriate settings reflecting on the needs of young people.
- Assess where social conditions are a major factor in health and social wellbeing, consult and plan with the young person, family, relevant agency/service and arrange appropriate social services for those who need them and who were referred to Compass CFS.
- Actively participate as a member of the Compass CFS team/service in team building and change management initiatives.
- Arrange and attend network meetings, case conferences, meetings and other relevant forums as required.
- Work within current legislation, relevant policies and procedures, guidelines and protocols within Compass CFS and Irish legislation.
- Enable staff to work within the above.
- Implement approaches to best practice/evidence-based practice.
- Take direction from his/her line manager.
- Take an active role in an appropriate level of planned professional supervision, in accordance with Compass CFS policy.
- Engage in reflective practice.
- Promote a culture that values diversity and respect in the workplace.
- Keep the line manager/team members fully informed and up-to-date on all significant matters.
- Make best use of the existing resources.
- Deploy staff assigned to him/her in a cost-effective manner.
- Supervise students on practice placements.

### **Education & Training**

#### *The Residential Services Manager will:*

- Maintain high standards of practice and levels of professional knowledge by participating in continuous professional development initiatives and attendance at courses as agreed and relevant to managing a residential centre, staff management and also, where indicated, in relation to direct practice with young people and families.
- Engage in career and professional development planning collaboration with the Regional Residential Services Manager or designate.
- Keep up to date with advances in social sciences research and on-going review and evaluation of literature relevant to the assigned area.
- Keep abreast of developments in national policies and strategies and international best practice.
- Keep up to date with organisational developments.
- Take a lead role in supervising staff when teaching students on placement with Compass Child and Family Services under supervision and where appropriate. Provide a mentoring role to other employees as required (e.g. support colleagues in practice teaching).

	<p><b>Health &amp; Safety</b></p> <p><i>The Residential Services Manager will:</i></p> <ul style="list-style-type: none"> <li>• Comply with and develop policies, procedures, guidelines and safe professional practice within their area of remit and adhere to relevant legislation, regulations and standards.</li> <li>• This includes the compilation and on-going maintenance of a health and safety statement, risk assessments and other measures of managing risks and hazards as required by Irish Health and Safety legislation and regulations.</li> </ul> <p><b>Child Protection</b></p> <p><i>The Residential Services Manager will:</i></p> <ul style="list-style-type: none"> <li>• Assist in taking a lead role in developing the child safeguarding policy in residential services.</li> <li>• Continuously update him/herself and the staff team on developments in the area of child protection.</li> <li>• Deputise to be the 'Designated Liaison Person' in relation to child protection concerns within the residential services, in line with 'Children First' guidelines.</li> </ul> <p><b>Administrative</b></p> <p><i>The Residential Services Manager will:</i></p> <ul style="list-style-type: none"> <li>• Be involved to develop a system and maintain high standards of documentation, including Young People/Family files in accordance with Compass Child and Family Services policy, GDPR, and the Freedom of Information (FOI) Act.</li> <li>• Enable staff to maintain accurate up to date records and files, and submit activity data as required.</li> <li>• Prepare weekly work schedules for all staff assigned to him/her.</li> <li>• Write accurate, clear, concise and purposeful reports.</li> <li>• Provide annual service update reports to the Board of Directors of Compass CFS.</li> <li>• Ensure the maintenance of young people and families' data confidentiality.</li> <li>• Take a lead in the development and implementation of information sharing protocols and audit systems.</li> <li>• Engage in policy development, performance monitoring and budgetary control of the service in conjunction with the Compass CFS management team.</li> <li>• Contribute to service developments by monitoring and evaluating emerging needs and trends and in consultation with management team, to propose appropriate new service developments.</li> <li>• Collaborate with the management team and relevant team members or designate in developing the role of the Residential Services Manager and the service e.g. through planning, production of standards, continuing education, quality improvement initiatives and research.</li> <li>• Hold and lead budgetary responsibility for out of home care services with appropriate support from the Compass CFS management team.</li> <li>• Hold responsibility to contribute to the development and implementation of high standards of accountability, transparency and accuracy of accounting and bookkeeping systems in Compass CFS for out of home care settings.</li> <li>• Assist in ensuring that the service makes the most efficient and effective use of developments in IT.</li> </ul>
<p><b>Qualifications and/ or Experience</b></p>	<p><b>The post holder must have at the latest date of application: -</b></p> <p>(a) QQI Level 8 Degree in Social Care and 3 years' experience of working in a Social Care grade with children</p> <p style="text-align: center;">or</p> <p>QQI Level 7 in Social Care and 4 years' experience of working in a Social Care grade with Children</p>

	<p>or</p> <p>Alternatively hold a relevant qualification with 4 years' full time work experience in a children's residential care setting post qualification.</p> <p>A professional qualification in Social Work is also considered as suitable, for a centre manager with the requisite 4 years post qualification practice experience. A recognised qualification in social care will include equivalent social care qualifications from other jurisdictions.</p> <p>An individual who does not hold a recognised or relevant qualification but is entered onto the CORU register of Social Care Workers and has the requisite 4 years full time work experience may be considered for a position of centre manager.</p> <p>and</p> <p>(b) Proven effectiveness in their field of expertise</p> <p>and</p> <p>(c) Candidates must have the requisite knowledge and ability (including a high standard of suitability and leadership ability) for the proper discharge of the duties of this office.</p> <p><b>Health</b> A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.</p> <p><b>Character</b> Each candidate for and any person holding the office must be of good character.</p>
<b>Post Specific Requirements</b>	<p>Demonstrate a depth and breadth of experience in residential and child and family services to the community or relevant field offering services to young people and families.</p> <p>The post holder will need to demonstrate a high level of self-motivation and carry out their work with great initiative and independently.</p> <p>The candidate is required to work unsociable hours and offer on call support as agreed with the management team.</p> <p>The candidate will manage a team of multidisciplinary staff and contribute to the overall operation of the residential services.</p>
<b>Other Requirements Specific to the Post</b>	<p>Access to own transport as the position may require travel.</p> <p>At times and as agreed to undertake work from home or assigned locations.</p> <p>Flexibility in respect of undertaking work as assigned with the aim to develop a new and innovative service.</p> <p>A willingness to engage in research of practice.</p>
<b>Skills, Competencies and/or Knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstrate sufficient professional knowledge to carry out the duties and responsibilities of the role.</li> <li>• Demonstrate self-sufficiency, self-motivation and self-directed work.</li> <li>• Demonstrate experience of applying evidence based practice.</li> <li>• Demonstrate an ability to apply knowledge to best practice.</li> <li>• Demonstrate the capacity to plan and deliver services in an effective and resourceful manner within new and innovative holistic service models.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrate the ability to manage self and staff in a busy working environment including the ability to prioritise work.</li> <li>• Demonstrate a commitment to assuring high standards and strive for a respectful and child centred service.</li> <li>• Demonstrate initiative and innovation in identifying areas for service improvements and further development.</li> <li>• Display awareness and appreciation of the young person/family user as expert through experience including promoting the involvement of the young person/family in their care planning, decision-making and service development</li> <li>• Demonstrate the ability to empathise with and treat others with dignity and respect.</li> <li>• Demonstrate the ability to evaluate information and make effective decisions especially with regard to the care for young people and families.</li> <li>• Display effective interpersonal and communication skills (verbal and written).</li> <li>• Demonstrate effective leadership skills and operate within a team consisting of different professionals.</li> <li>• Demonstrate flexibility and openness to change.</li> <li>• Demonstrate the ability to utilise her/his own supervision effectively.</li> <li>• Demonstrate a willingness to develop IT skills relevant to the role.</li> <li>• Demonstrate commitment to continuing professional development.</li> </ul>
<p><b>The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.</b></p> <p><b>It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee(s) concerned.</b></p>	