**REGISTERED MANAGER/HEAD OF SERVICE PARK FOSTER CARE**

**Details of Role**

Park Foster Care are looking to recruit a Registered Manager/Head of Service, covering the North West, East and West Midlands areas.

This is an exciting opportunity to contribute to the growth of this well-established and thriving independent fostering service, which is part of the CareTech Fostering Division.

Park Foster Care is a service underpinned by a trauma-informed approach to parenting and based in Stoke-on-Trent Staffordshire.

The role will involve registering with Ofsted as Registered Manager and becoming ‘safeguarding lead’ for the fostering service. A key responsibility will be to maintain positive liaison with the Regulatory Authority ensuring that any conditions of registration and requirements arising from inspection are appropriately met/acted upon.

You will be an experienced Registered Manager or have held an equivalent Senior Management role. You must be able to demonstrate how you have been responsible for leading on strategic development and operational management of a team over 10+ staff including qualified social workers. You will be able to evidence how you have successfully overseen the growth and development of foster carer recruitment, assessment work, supervision, training and supporting carers and their children and young people. You will have proven experience of ensuring services are managed in accordance with relevant government agendas and frameworks, and have a strong understanding of QA and compliance approaches.

We require a manager with strong organisational skills and experienced at senior management level. The Registered Manager will report to the Service Director for CareTech Fostering.

**Application Requirements**

* A qualified social worker;
* Social Work England registered;
* A level 5 management qualification or willing to work towards this;
* Extensive Operational Management experience and skills including placement & referral processes, quality assurance frameworks, human resource management strategies, outcomes and compliance, use of KPI’s, learning & development, customer service, participation and consultation.
* Significant Strategic Management expertise including developing business plans, marketing strategies, foster carer pipeline.
* Proven Budget/Financial Management experience including budget management, the ability to analyse financial data, forecasting and using P&L accounts and other financial data to inform operational decision-making;
* A car driver/owner and full driving licence.

**Requirements: Knowledge, Experience, Skills and Behaviours**

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| **Knowledge** | Knowledge and experience of the independent fostering sector specifically in relation to children and young people with additional needs is essential for this role. Excellent working knowledge of fostering legislation, policies and procedures is required. |
| **Operational Performance – delivering results** | |
| Operational Management | Understand and experience of:  Operational management approaches and models including creating plans to deliver objectives and setting KPI’s;  Business development tools (e.g. SWOT), and approaches to continuous improvement;  Operational business planning techniques, including how to manage resources, meet business plan objectives, marketing plans, setting targets and monitoring performance management systems, processes and contingency planning;  How to initiate and manage change by identifying barriers and know how to overcome them;  Data security, and management and the effective use of technology in the organisation. |
| Project Management | Experienced in how to set up and manage a project using relevant tools and techniques, and understand process management. Understand approaches to risk management. |
| Finance | Understands and has experience of business finance: how to manage budgets and financial forecasting. |
| **Interpersonal Excellence – managing people and developing relationships** | |
| Leading People | Understands and has experience of different leadership styles and how to adapt these to manage each team leader. Know how to motivate and improve performance, supporting people using a range of coaching and mentoring approaches. Understand organisational cultures and diversity and their impact of leading and managing change. Knows how to delegate effectively. |
| Managing People | Knows and has experience of how to manage and develop a high performing team. Understand performance management techniques, talent management models and how to recruit and develop people. |
| Building Relationships | Understands and is experienced in sound approaches to partner, stakeholder and supplier relationship management including negotiation, influencing and effective networking. Knowledge of collaborative working techniques to enable delivery through others and how to share best practice. Knows how to manage conflict on all levels. |
| Communication | Has sound interpersonal skills and utilities different forms of communication and techniques (verbal, written, non-verbal, digital). |
| **Personal Effectiveness – managing self** | |
| Self-Awareness | Understands own impact and emotional intelligence. Understand different learning styles and behaviour. |
| Management of Self | Employs good time management techniques and tools and knows how to prioritise activities. Uses different approaches to planning, including managing multiple tasks. |
| Decision Making | Understands and uses a range of problem solving and decision making techniques, including data analysis. Understands organisational values and their impact on decision-making. |

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| **Skills** | The ability to manage competing expectations of stakeholders whilst ensuring the child’s safety and well-being is at the heart of decision making. Strong experience within the fostering sector/family placement. Ensure that the protection of children/ young people and the promotion of their welfare is given absolute priority in all activities and that critical incidents/allegations are recorded, investigated and acted upon appropriately and in keeping with the Agency and relevant local authority child protection procedures. |
| **Operational Performance – delivering results** | |
| Operational Management | Able to input into strategic planning and create plans in line with organisational objectives. |
| Project Management | Plan, organise and manage resources to deliver the right outcomes. Monitor progress and identify risk and their mitigation. Able to use and experience of relevant project management tools. |
| Finance | Able to monitor budgets and provide reports, and consider financial implications of decisions and adjust approach/recommendations accordingly. |
| **Interpersonal Excellence – managing people and developing relationships** | |
| Leading People | Able and skilled in how to communicate organisational vision and goals and how these apply to teams. Support development through coaching and mentoring, to enable and support high performance working. Able to support the management of change within the organisation. |
| Managing People | Able to identify talent and performance. Develop, build and motivate teams by identifying their strengths and enabling development within the workplace. Able to delegate and enable delivery through others. |
| Building Relationships | Able to build trust and confidence, and use effective negotiation skills to manage conflict. Able to identify and share good practice, and work collaboratively with others inside and outside of the organisation. Use of specialist advice and support against the delivery of plans. |
| Communication | Able to communicate effectively (verbal, non-verbal. Written, digital) and be flexible in communication style. Able to chair meetings and present using a range of media. Use of active listening and able to challenge and give constructive feedback. |
| **Personal Effectiveness – managing self** | |
| Self-Awareness | Able to reflect on own performance, working style and its impact on others. |
| Management of Self | Able to create a personal development plan. Use of time management and prioritisation techniques. |
| Decision Making | Able to undertake critical analysis and evaluate to support decision-making. Use of effective problem solving techniques. |

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| **Behaviours** | Actively demonstrate the ability to listen and show empathy. Recognising the importance of transparency, fairness and able to take action when needed. Understanding team member’s strengths, areas of development and aspirations. |
| **Operational Performance – delivering results** | |
| Takes responsibility | Drive to achieve in all aspects of work. Demonstrate resilience and accountability. |
| Inclusive | Open, approachable, authentic, and able to build trust with others. Seek the views of others and value diversity. |
| Agile | Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs. Positive and adaptable, responding well to feedback and need for change. Open to new ways of working. |