**Job Title:** Service Director  **North By the Bridge Reporting To:** Managing Director

|  |
| --- |
| **Job Description** |

**Location:** Hybrid working location Midlands or North some degree of travel to offices in Styal and Leeds **Salary: *Competitive Salary depending on experience***

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Role Purpose:**

The Service Director of By the Bridge is expected to manage, develop and promote the fostering services of the agency. They are accountable to the Managing Director and will work to deliver the operational, regulatory and financial performance of north regions of BTB in line with the delivery of the overall fostering division. They should set exemplary standards of behaviour and performance, promote the aims and objectives of CareTech Community Services and work collaboratively with respect and integrity to support the needs of Stakeholders.

**About By the Bridge:**

By the Bridge with Cambian is an innovative, dynamic, independent fostering organisation providing high-quality foster care and services to children and their foster families.

We aim to create an environment where all people feel valued and can grow, develop and achieve their goals.  We work to ensure that By the Bridge with Cambian is an organisation, which thrives on the diversity of its staff, families and children, to ensure that we assist and care for those most vulnerable, and advocate with them, and on their behalf.

**OVERALL PURPOSE AND AIMS**

**Fostering - Statutory / Care**

* Hold responsibility for the actions of the North region of By the Bridge in particular ensuring that the registered manager is delivering the service in line with legislative requirements and company policies and procedures as well as supporting the delivery of the regional budget.
* Serve as Responsible Individual of the South/North region of the Agency within the terms of the Care Standards Act 2000 and related regulations and maintain robust oversight to ensure that the registered manager and registered office is adhering to the conditions of registration and requirements arising from inspection are appropriately met/acted upon.
* Ensure that all statutory requirements and functions for the Agency are undertaken according to relevant legislation, Regulations and National Minimum Standards, in particular: The Care Standards Act 2000; The Children Act 1989; Health & Safety legislation; Children and Young Person’s Act 2008.
* Ensure services are delivered and the region is managed in accordance with relevant government agendas and frameworks.
* Liaise with senior Local Authority personnel to ensure that commissioning arrangements are robust and new opportunities for working are explored.
* Review and present the regional budget monthly to the Managing Director.
* Keep abreast of national foster care development, research and policy, effecting implementation of the above within the Agency where appropriate.
* Ensure that the team is delivering its targets for assessment, training and supervision of foster carers and staff members in accordance with BTB policies and procedures, to fulfil the agency workload and maximise potential.
* Ensure that the team delivers a quality service with retention of foster carers a priority, also to continuously review regional carer retention targets and support the registered managers to ensure that they support and improve carer retention rates.
* Oversee the direction and line management of the Fostering Recruitment, Assessment and Panel Team.
* Work closely with the Director of Business Development to ensure that the region responds to placement requests effectively and efficiently with due regard to safeguarding and matching issues. And ensure that placements staff build effective relationships with customers and have due regard for customer care principles.

**Quality Assurance**

* Ensure senior leadership oversight of the regions compliance with legislative requirements, company policies and procedures to ensure that the region safeguards children/ young people and manages business risks. Work closely with the head of quality assurance and practice improvement to identify patterns and trends
* Oversight of complaints both internally from carers and children and ensure that the registered managers inform them of their rights and monitor patterns timescales and outcomes. 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 Park Foster Care’s and relevant local authority child protection procedures.

**Business Performance & Planning**

* + Ensure that targets are set and achieved for carer recruitment and retention, placement growth, budget performance and profitability.
	+ Use support available from CareTech central team in the most effective and efficient manner to enhance agency’s performance
	+ Hold full accountability for business and outcomes performance of the region
	+ Ensure there is a business continuity action plan in place that is current, be fully aware of all potential business risks, and respond to any issues that may emerge and cascaded to the CareTech board of directors and staff.
	+ Lead the development, communication and implementation of the regional business plan and support its delivery through the management and supervision of staff

**Reporting, Monitoring and Communication**

* Report directly to the managing director CareTech fostering and works in partnership with divisional and central services accordingly.
* Directly supervise registered managers and ensure that they are supervised according to CareTech’s Human Resources policies and procedures.
* Ensure that all staff receive adequate induction and training following a successful appointment in their roles, which takes into account professional and personal development.
* Ensure that regular management and staff meetings are held to ensure effective monitoring and review services delivered by the agency
* Develop effective communication methods, be responsible for delivering regular Team Briefings which disseminate corporate directives, key messages and relevant information on major developments and encourage discussion and feedback.
* To be pro-active in developing and supporting staff to be excellent communicators and to encourage good communication throughout all levels on the organisation, and actively promote a culture of realism, engagement and openness.

**General Responsibilities**

* To lead by example and uphold and embody our values and principles at all times, ensuring the protection of children is paramount.
* To contribute to organisational development initiatives and support the delivery of best practices.
* To work in accordance with Caretech policies and procedures.
* To contribute to the culture of By the Bridge with Cambian.
* To adhere to responsibilities under data protection, health and safety legislation and policies.
* To demonstrate a positive commitment to equality and diversity.
* To undertake such other duties as may be reasonably expected or commensurate with your role.

**PERSON SPECIFICATION**

**Education /Qualification**

* Hold a Social Work qualification as recognised by the General Social Care Council or equivalent body
* Hold an advanced professional qualification relating to management (e.g. NVQ Level 4/ equivalent)

**Experience/Training**

* 5 years of experience in direct work with children/young people in the care system
* 3 years’ experience in managing multi-disciplinary teams including change management and performance management
* Senior management experience in a statutory/voluntary child care setting
* Experience in family placement
* Experience of managing a budget
* Proven experience in the effective delivery of business plans
* Ability to evidence an understanding of the use of IT, Databases and electronic communications including the use of Microsoft Office in particular Word, Excel and Outlook email.

**Background knowledge and skill**

* Good working knowledge of relevant legislation including the Children Act 1989, Care Standards Act 2000, Fostering Services Regulations 2002 and Children and Young Person’s Act 2008
* Good understanding of foster care; understanding of ‘Working Together’; understanding of the ‘Framework for the Assessment of Children in Need and their Families; Adoption Law; Care Matters; Every Child Matters and other country equivalents
* A sound knowledge of safeguarding procedures
* Knowledge of the growth and development of children
* Understand of the importance of a compliance procedure
* Ability to communicate effectively with people at all levels
* Effective in the management of business operations
* Demonstrate initiative and creativity and work to quality standards
* Effective in the management of business operations
* Ability to work under minimal supervision, to make decisions and act on own initiative
* Reliability, flexibility and dependability
* Ability to create a positive working environment where people have the opportunity to reach their potential
* Ability to maintain confidentiality
* Ability to work under pressure and handle changing priorities

**Miscellaneous**

* Ability and willingness to travel extensively on a variety of road systems, including occasionally residing away from home when needed or necessary
* Ability and willingness to work flexibly including occasional out-of-hours work
* Must possess a full driving licence
* Willingness to undertake a Criminal Records Bureau check at an enhanced level

**Safeguarding Children:**

Safeguarding Children is central to all that By the Bridge with Cambian does. The Service Director role means you are in a prime position to notice any actual or potential safeguarding concerns and must follow the By the Bridge with Cambian’s reporting procedure if they have any cause to be worried about a child’s well-being. The Service Director will be required to undertake mandatory online and taught safeguarding training within their induction period. By the Bridge with Cambian may vary your job description from time to time to reflect any development of your role necessary in consequence of regulatory change or operational needs.