

JOB TITLE: REGISTERED MANAGER

LOCATION:

Purpose: The Registered Manager is accountable for providing vision and leadership to the teams within their geographic area. They are responsible for developing and managing all aspects of fostering resources and support functions in the registered agency. They follow relevant statute and national guidelines ensuring they continue to meet the “Statement of Purpose” and remain compliant with legislation and regulations.

The Registered Manager promotes the agency and works to provide an awareness that the NFA Group placing safeguarding and outcomes for children and young people at the heart. Working within agreed budgets and with a full understanding of the policies and procedures of the National Fostering Agency Group

Accountable to: Regional Director

Accountable for: Staff – All staff employed within the Registered Agency (includes Social Work staff and Managers; Non-Social Work staff including Support Workers, Carer Recruitment, Placements Team and Administration staff.

KEY ACCOUNTABILITIES

Operational and Professional

Represents NFA Group in all professional matters in the region and promotes the reputation of NFA Group to placing local authorities, relevant external organisations and individuals, ensuring that the agency is recognised as a fostering care services provider of excellence

Works in liaison with the Quality Assurance Team and the Practice Transformation and Compliance and team to ensure compliance and achieve improvements through contributing to and facilitating consultation processes with carers

- monitoring and maintaining full compliance with regulations and standards to ensure excellent outcomes for children and young people and excellent grades from the regulatory bodies

Keeps all relevant staff and stakeholders, both internal and external, informed in accord with statute and procedure or undertakes to abide by statute and procedure that applies to a registered manager.

Ensures that within the region there is provision of 24hour professional support for foster carers and that an effective out of hours placement service is available for customers

Ensures any matters concerning child protection are dealt with in accord with government guidelines and company policy.

Provides professional leadership to the staff team to ensure they deliver professional supervision, support, monitoring, appraisal and annual review of NFA Group foster carers in accordance with NFA Group policy and procedures.

Responsible for regularly reviewing the training and development needs of foster carers and ensuring the training plan is effectively implemented.

Ensures assessments of prospective foster carers is in accordance with NFA Group policies and procedures and government guidelines.

Develops, implements and effectively maintains that their area of business has systems to include training resources, IT systems, Foster Care Panel, Out of Hours, assessment, approval and review of carers.

Responsible for ensuring the agency drives to achieve good outcomes for children and takes full responsibility for the service delivery to children, young people, the carers and families, in line with legislation, guidance and local policy and procedures.

Oversees staff team to ensure focus and measures the Outcomes for Children. Ensures there is regular participation from the Young people placed with Carers

Staff Management and Leadership

Communicates regularly with team to ensure awareness of the business plan and vision for NFA Group and Registered agency area.

Ensures effective team working and the development of a cooperative and supportive work environment across the variety of roles within the region.

Supports wider NFA Group colleagues encouraging staff to share best practice, contribute to working parties and support NFA Group achievement of goals.

Responsible for the recruitment, Induction and Retention of new staff to own business area ensuring they adhere to the Safer Recruitment guidelines. Manages and leads a team of professional and support staff within a given area, having responsibility for their

- Supervision, allocation of workload and tasks.
- Performance management, appraisal and discipline in accord with NFA Group policy
- Training and development plans.

Ensures through team meetings and other appropriate communication channels that NFA Group policy and procedures are understood and implemented effectively by staff.

Delegates effectively to staff team based on Competence of individual employee.

Strategic

Overall responsibility to lead and manage the registered agency ensuring agreed targets and goals achieved.

Proactively contributes to the strategic planning and business development of the NFA Group through the business area's one year and three year plans.

Promotes own office and NFA Group's position as a key player in a competitive market. Proactive in approaching Commissioner and LA contacts to ensure that NFA Group is able to compete effectively with particular reference to quality service levels, new service provision and pricing.

Researches and seeks opportunities for improvement, new initiatives and business growth, formulating and presenting strategy and recommendations to NFA Group senior management, advising on the implications for the agency of the same.

With the support of the commercial team, takes responsibility for the submission of new and renewed tenders,

Ensures effective client management and maintains external market awareness through:

- Establishing and maintaining regular contact with clients
- responsibility for submission of Monitoring requirements from customers.
- Communicating to operational team to keep them updated on client expectations.
- Ensuring team apply own effective client management skills

Develops new business and fostering resources within the area where the agency operates, in line with the NFA Group business plan and own annual targets which will include:

- formulating new links and contacts with local authorities
- negotiation, acquisition and review of contracted agreements with local authorities
- planning for and supporting carer recruitment initiatives
- providing proactive and effective support for the registered agency in achieving targets for carer recruitment, retention and service provision under agreements
- being responsible to new business opportunities by developing new service offers

Relationships

Establishes and maintains links with key local authority personnel and other external agencies.

Proactive in maintaining existing contacts, understands changing customer needs and looks to promote additional services where appropriate.

Develops and maintains effective internal communications and working relationships with NFA Group colleagues at all levels, retained consultants and managers. Gains buy in and achieves support from all stakeholders in achieving targets for own area. Shares best practice to ensure other areas of the NFA Group can achieve goals and targets.

Ensures regular and timely communication with Foster Carers and ensures relevant support groups are meaningful and valued.

Financial

In conjunction with line manager and Finance agree, establish and review individual and regional financial targets, contributing to the NFA Group's 12 month and three year business plan.

Is accountable for the managing the budgets and expenditure with own business area and the overall achievement of individual and agreed business financial targets.

Following established procedure approves expenditure to given level, ensuring that such expenditure is evidenced, accurate and can be justified.

Other

As a member of the region's senior management group, be available to undertake project work, attend working parties; prepares and present internal and external reports and such other duties as may be reasonable determined by NFA Group executive director.

Maintains own Professional Development and undertakes own CPD in line with regulating body's recommendations.

Attends meetings and conferences as required

Ensures health and safety compliance within the agency, advising relevant colleagues of issues and making recommendations

If so allocated, manages an office and designated functions

Ensures understanding and works in accord with all the policies and procedures of the NFA Group, observing at all times the strict rules of confidentiality appropriate to the role.

Job Holders signature

Name: _____

Signed: _____ Date: _____

Signed on behalf of the National Fostering Agency Group

Name: _____ Title

Signed: _____ Date: _____

