

QUALITY AND SYSTEMS MANAGER JOB DESCRIPTION

Post:	Quality and Systems Manager
Project:	Safe Places for Children UK
Responsible To:	Supervisor
Reports To:	General Manager of Quality & Systems
Contract:	Full Time Contract (Probation Period)
Hours:	9.00am – 5.00pm (38 Hours per a Week)
Salary:	£36,101.52 per a year.

Background Information

Safe Places for Children was founded as a Registered Charity in April 2016 with the aim of supporting the most vulnerable young people within the residential care industry. Safe Places for Children provide complex traumatised young people in care with individualised therapeutic residential homes within either England or Northern Ireland. Our mission is **At Safe Places, it's all about the young people**. Our values focus on being **supportive, responsive, passionate, professional and united**.

The Young People that Safe Places for Children provide care for can at times display **Challenging Behaviours that include but are not limited to the following;** Destroying Property, Absconding, Self-harming, Poor Hygiene, Sexually Acting out towards other Young People or Workers, Fire Fascination, Cruelty to Animals, Anti-social Behaviours, High level Defiance, Physical Aggression including Hitting, Spitting, Kicking, Threatening Young People and/or Workers and Verbal aggression.

Our aims and objectives at Safe Places for Children is to provide a model of care that focuses on providing stability, a nurturing & domestic environment that can support positive outcomes for Young People. The Service Delivery will operate in line with our Registered Homes **Statement of Purpose** and our Organisational **Integrated Practice Framework (IPF)**. Safe Places for Children hire staff members that have the skills, qualities, experience, qualification and abilities to work with High Risk and Complex Traumatised Young People. This **Job Description** outlines the roles and responsibilities in which you have been employed to provide.

Position Statement

The Quality and Systems Team is responsible for assisting the Safe Places team to achieve excellence. This is done through ensuring services are delivered within the Vision and Values Statement, policies and procedures, legislative standards & regulations, licensing and organisational requirements. The role of the Quality and Systems Manager sets outside of operations and provides an additional level of support to the wider teams that work within our Children Homes, across the Area.

General Responsibilities

Employees of Safe Places for Children will be required to promote and support our mission: **At Safe Places, it's all about the young people** and our values which are to be **Professional, Responsive, Passionate, United and Supportive** with all stakeholders, colleagues and management that are connected with the organisation and also with young people in our care. The Quality and Systems Manager is responsible for creating a supportive

environment within the Area. A large part of the role is to work alongside the Area Manager and Senior Staff within the organisation by performing administrative tasks. The Quality and Systems Position supports and assist operations within regards to the regulator inspections, coaching, development of the team members, formal & informal support and supports the embedment of Safe Places Policies and Procedures.

General responsibilities include, but is not limited to, the following:

- Work closely with Area Manager to ensure smooth running of the Area and creating capacity to grow the Area. Working closely with the Area Manager to create a supportive and positive culture within the Area.
- Liaise with Relevant Authorities (members of multi-disciplinary teams) at a regional level as well as an individual operations office level. Representing Safe Places in a professional capacity.
- Establish contacts with key contacts within the regulators (OFSTED or RQIA) and attend regional level meetings with Area Manager that can help with the development of the Area.
- Ensure regulations, standards and organisation procedures are met within the area they operate in, primarily through an audit process at each house and at the Area Manager level (e.g. reporting of Critical Information within required timeframes)
- Train (as required) and Coaching staff (case management, safeguarding, behavior plans, recruiting, reporting, supervising and performance managing staff, meeting requirements for compliance, creating sense of structure in the home)
- Planned and unplanned visits to the Safe Places houses as in line with the Quality and Systems Policy and Procedures.
- Undertake and complete the Independent Person Report and circulate to approve stakeholders, such as the Regulator, Registered Manager etc.
- Undertake and complete Monthly or Quarterly Monitoring Information for the Regulators such as RQIA and OFSTED.
- Manage and complete Quarterly Regulator mock inspections – this will be about providing further support to have our Children Home Services, and support the RI & RM to be OFSTED or RQIA ready.
- Build relationships with all Young People placed in the Area and undertake yearly young person and staff survey's that are reported to the Board and stakeholders.
- Identify and address local policy issues / gaps in consultation with the relevant Management or Supervisor. Support the ongoing organisational growth and development within the Area.
- Respond to complaints by staff as requested and follow the process that is outlined within Policy. At times and if needed to undertake role as independent member of the panel.
- Debriefing and TCI Post Crisis Support to be provided to staff members within the Area, particularly after challenging or high risk incidents. This support can be agreed with the team member and other relevant members within the organisation.
- Deliver training (certification required), especially in the regional areas and liaising others about improvements to the training materials and delivery plans. Responsibility for training needs and developing further courses that can support each operational Children Home within the Area.
- Carry out auditing for properties within your Area and complete board reports as required that can be shared with the Board. Update staff about policy changes and request Policy Declarations are completed.
- Identify Systemic improvement and undertake research into changes in legislation and seek approval from supervisor to make amendments.
- Undertake and assist in the licensing process and ensure ongoing compliance for

- each Registered Home. Streamlining of systems / automation
- Oversee Internal Collection of Formal Feedback from the customer (Department), end-user (Young People) and staff
- Developing strategies in collaboration with residential careers to ensure children and young people are successfully transitioned and integrated into the Therapeutic Residential Care (TRC).
- Conducting thorough assessments and develop a therapeutic treatment plan for each child or young person. Input into each Young Persons Positive Behaviour Support Plans and support the development of Safety Plans as or when required.
- Guiding residential careers in direct therapeutic work with children and young people
- Promoting the active participation of children and young people in developmentally appropriate decision-making and supporting the completion of informal support sessions, formal support sessions and reflective Complex Case Clinics.
- Leading (when required) and supporting reflective practice sessions within the Area. This could be supporting RM's through attending their team meetings or Post Crisis sessions within team members.
- Assisting residential careers to have sensitive, reparative interactions with children and young people through reflective practice. Supporting staff to respond to crisis situations (incidents)
- Guiding stakeholders to develop consistent approaches to planning and working with individual children and young people. Developing service partnerships and linkages to promote joint therapeutic work, particularly with relevant community services
- Collating and disseminating advice about 'what works' in providing good quality therapeutic care via provision of written materials and training.
- Assist and lead that required checks are in place within the organisation such as Police Checks and NISCC Registration (NI Requirement). Within England all team members need to have an Enhance DBS on file.
- Endorse new staff members to seek police checks for Area that you are work in.
- Demonstrated high level cultural awareness, cross-cultural experience, an understanding of remote communities.
- Willingness to learn and a good understanding of the Safeguarding Board for Northern Ireland (SBNI) or Safeguarding Board within Area and Relevant Authority, key legislation for standards of children's homes
- High level confidence with learning computer-based systems and programs including Microsoft Office, Internet Explorer skills and some Excel skills
- Any other duties and responsibilities deemed necessary by Management.
- Participate and engage in a "step up" process in regards to short term position appointments that help ensure the delivery of the Registered Service or Safe Places for Children's needs, this is to be agreed by the General Manager of Operation;
- Any other duties, roles and responsibilities deemed necessary by Management.

Pay and Terms and Conditions

Salary	£36,101.52 per a Year.
Hours	Full-time (38 Hours per a Week). Monday to Friday, working hours are from 9.00am – 5.00pm.
Holidays	33 days per year including bank holidays
Probation	You will serve a probationary period of six months. This may be extended if considered appropriate.

Waiting List

A waiting list may be compiled for any similar fixed-term or permanent vacancies that arise in the next 12 months.

Canvassing, either directly or indirectly, will be an absolute disqualification. We will review this Job Description and it may include any other duties and responsibilities, as determined in consultation with the job holder. We do not intend to be rigid and inflexible but rather to provide guidelines within which the job holder works.

Records Management

All Safe Places for Children employees are legally responsible for all records held, created or used as part of their business within Safe Places for Children, including client, corporate and administrative records whether paper-based or electronic and including emails. Safe Places expect all staff members to protect all associated data with regards to our line of work in a confidential and secure manner.

Staff members have a responsibility to report any breaches, issues or concerns about data protection through to Safe Places Data Protection Officer or their Supervisor. Staff members are to operate and manage data in line with the organisation's policies, processes and procedures. Staff members are to be aware and function in a process that meets legal requirements stipulated in the Data Protection Act 2018 (DPA).

Essential Skills and Qualifications

- A third level qualification or above in a relevant field; such as Social Work, Youth Work, Health & Social Care, Leadership and Management for Residential Childcare,
- 2 Years' experience in working with traumatized young people and experience of working within the Residential Children Home Setting.
- Experience of delivering internal and external training / presentations.
- Demonstrate a high level of understanding therapeutic approaches and theories.
- High level of engagement and professionalism when engaging with all stakeholders inside and outside the organisation.
- Ability to have shown the use of own initiative and setting a high standard with regards to the auditing process and quality standards.
- To work within timeframes and have an understanding of the relevant legislation associated with the Area.
- 1 Year Minimum UK Driving License and a clean Driver's License
- Police Checks and other checks deemed necessary by the organisation.



Safe Places for Children