

Job Description

Job title: Centre Manager

Location: Uckfield

Responsible To: Chief Executive

Accountable To: Care Assistants and Volunteers.

Liaising with: Ofsted, Early Years Development, Care Quality Commission and other care professionals and external agencies.

Key Responsibilities

- To manage the provision of the Day Centre ensuring that children, parents and the staff team work together to provide high quality care.
- To uphold the Charity's brand values as we strive as an organisation to be "Trusted", "Inclusive", "Compassionate", "Expert", "Dedicated".
- To manage a staff team effectively.
- To agree and set Day Centre goals and monitor the achievement of progress against targets.
- To monitor and assess the quality of provision ensuring that policies and procedures, best practice and standards are maintained.

Areas of Responsibility

1 Operational Responsibilities

- To be responsible for the day-to-day running of the Day Centre, ensuring compliance with registration and legislative requirements at all times.
- To ensure that the Day Centre conforms to and exceeds the requirements of Ofsted.
- To uphold and ensure a high standard of care throughout the Day Centre.
- To implement and maintain the Charity's Equality policy ensuring that children, parents and the staff team are valued and practice is positive and non-discriminatory.
- To monitor any safeguarding issues following local authority procedures.
- To give daily feedback to the Chief Executive about the Day Centre including any complaints received or any situation that may be detrimental to the Charity.
- Notify Chief Executive of any complaints received or any situation that may be detrimental to the Charity, agree actions to resolve issues and implement accordingly.
- Prepare the Day Centre for Ofsted and CQC inspections and action any recommendations made by the inspector ensuring a minimum good grade is awarded.

2 Individual Accountability

- To ensure that all staff are aware of their areas of responsibility and to be able to clearly demonstrate an awareness of own areas of responsibility and how these are being met.
- To communicate effectively with all members of staff and be professional at all times.
- To ensure Day Centre Development Plan and CQC and Ofsted Self Evaluation forms are kept up to date and all staff are aware of this through Individual Development Plans and regular staff meetings.
- Work within the margins of confidentiality respecting information pertaining to children, parents and staff.

- Identify those whose practice does not comply with organisational and legal requirements, agree action plan with Chief Executive and take steps to resolve issues.
- Manage own time to complete tasks effectively, prioritising workload and delegating tasks to management team. Monitor and evaluate progress of delegated tasks, providing constructive feedback.
- To contribute and participate in the development of new ideas.
- To keep up to date on all current care issues.
- Take overall responsibility for the safety and wellbeing of the children, ensuring that their needs are met.
- To make recommendations for the future development and long term vision of the Day Centre.
- Take part in regular meetings with the Chief Executive, informing of Day Centre developments, implementation of standards, policies and procedures, areas of concern, and planned timetable of work.
- To be a key holder for the Day Centre.

3 Personnel

- To be accountable for staffing within the Day Centre ensuring that appropriate ratios of qualified to unqualified staff and children to staff are maintained.
- Maintain a list of appropriate bank staff.
- Liaise with Chief Executive for all staff requirements.
- To assist in the recruitment of new members of staff ensuring that all recruitment processes comply with Charity policy, employment legislation and CQC & Ofsted requirements.
- Ensure that all new care staff members receive a formal induction during the probationary period and probationary review within the stated time scale.
- Maintain accurate and up to date personnel records for all care employees within the Day Centre.
- Monitor and develop the work of the staff team against the criteria set in their job descriptions.
- To ensure that all staff receive an annual appraisal producing an Individual Development Plan.
- Maintain Charity supervision and appraisal system, assessing and appraising the performance of staff members, providing opportunities for further informal meetings if necessary.
- Establish and maintain effective working relationships in the staff team, through regular staff meetings, team meetings, training sessions and open honest communication.

4 Administration

- Implement and ensure that set budgets are not exceeded.
- To keep all computer systems and records up to date and accurate at all times and to be aware of the Data Protection Act and its implications.
- To maintain children's records to a high standard with due regard to confidentiality.
- To observe children through play to identify their individual needs and aims.
- To assist staff in the carrying out observations and evaluations of children's activities.
- To maintain personal contact with parents
- Ensure that all parents have signed a contract and agreed terms and conditions.

5 Marketing

All Children's Respite Trust Staff are required to accept some responsibility for representing the Charity in a fundraising capacity from time to time and are encouraged to actively participate in fundraising opportunities.

6 Training and Development

- Be professional, polite and positive in all verbal and non-verbal interactions with staff, volunteers parents and children at all times.

- Through regular supervisions identify individual and Day Centre development needs ensuring these needs are met through appropriate training.
- In conjunction with the Chief Executive provide information on appropriate training courses and learning opportunities.
- To ensure that trainee staff have experience with different age groups and disabilities and that appropriate learning objectives are assessed and evaluated accordingly.

7 Health & Safety

- To ensure that the physical environment of the Day Centre is maintained to comply with the requirements of the Health & Safety at Work Act.
- To ensure that a daily Health & Safety checks are carried out.
- Be aware of and comply with EHO and COSHH regulations.
- Ensure that all staff and volunteers are compliant with the appropriate policies and practices.
- Ensure that all security systems are fully operational and access is denied to unauthorised personnel.
- Ensure that all risk assessments are up to date, and fire drills are carried out on a regular basis and recorded accurately and promptly.
- To bring any problems to the attention of the Chief Executive.
- To have clear knowledge of procedures to be followed in case of emergency e.g. Fire, and accident, completing and submitting relevant paperwork.
- To oversee all medication administration within the Day Centre following medication policy.
- To assist in the requisitioning for repairs and replacement of equipment.
- Operate high standards of cleanliness and hygiene within the Day Centre.
- To ensure that staff carry out appropriate indoor and outdoor equipment checks.
- To ensure the Day Centre is kept clean and hygienic at all times and to carry out minor cleaning duties throughout the day following the Environment Cleaning Policy.
- To ensure that staff carry out regular cleaning of equipment and that it is recorded accurately.
- To ensure that equipment and resources used are of suitable design and condition, well maintained and conform to safety standards.

Conditions of Employment

This Job Description is not intended to be a complete inventory of all the activities the jobholder would be expected to undertake. The post holder is required to comply with all the Charity's policies and procedures and to meet his/her responsibilities under the Health & Safety at Work Act.

The post-holder will be subject to a DBS check, references and will be required to attend a range of mandatory training courses.

This Job Description will be subject to review and change in light of future developments. The post holder will be actively involved in the review with the Chief Executive.

Person Specification

Skills, Aptitude, Knowledge and Experience

Essential

- Experience of working with disabled children in either paid or in a voluntary capacity.
- Experience of working in a childcare setting.
- A commitment to the provision of high quality care and a determination to make life better for disabled children and their families.
- A positive approach to learning and gaining new skills through teamwork and training opportunities.
- Knowledge of the National Standards for the regulation of Childcare provision.

Desirable

- Experience of having worked in management in a childcare / care setting.
- Good computer skills.

Personal Qualities

Essential

- Trustworthy, non-judgemental, compassionate, committed to best practice and hardworking – i.e. able to commit to the Charity's "Brand Values".
- Good organisational, record keeping and planning skills.
- Excellent communication skills, with children, colleagues, advisors and parents.

Desirable

- Flexible.
- Able to work in small teams.

Qualifications

Essential

- Completion of a recognised Level 3 childcare qualification, e.g. Level 3 Certificate for the Children & Young People's Workforce or Children's Care, Learning and Development.
- A commitment to work towards a recognised Level 5 childcare and health and social care qualification if not already completed (Funded and supported by the Children's Respite Trust).

Desirable

- Completion of a recognised Level 5 childcare and health and / or social care qualification.
- Completion of a recognised qualification in special educational needs.

NB: The post-holder will be subject to a DBS check, references and will be required to attend a range of mandatory training courses.