

## Job Description

<b>Department:</b>	Clare Lodge		
<b>Division/Section:</b>	Children's services		
<b>Job Title:</b>	Case Manager		
<b>Post No:</b>			
<b>Grade:</b>	13		
<b>Reports to:</b>	Registered Manager		
<b>Organisation Chart:</b>  <b>Show immediate manager and any jobs reporting to this post.</b>		Registered Manager	
		Case Manager x 3	
<b>DBS Check applicable?</b>	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced X None <input type="checkbox"/>		
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No X		
<b>Line Management responsibility for:</b>	No. of direct reports: No. of indirect reports: No immediate line management responsibility		
<b>Size of budget:</b> (Per annum)	- state whether <i>accountable</i> for (i.e. budget holder) or <i>accounting</i> for (e.g. monitoring) Petty Cash £500 Participation Budget (Accounting) £5000		
<b>Job Purpose:</b>	To take case responsibility for up to 6.5 children who have been placed within a secure environment for their own safety or safety of others. Develop relationships with children, focusing on their progress and ensuring they have the support they require and are safeguarded. Ensuring that the young person's complex needs are met through risk assessment and care planning processes in a multidisciplinary way. Lead on good practice, supervise keyworkers and support staff to deliver a high quality service. Quality assure and monitor case work to ensure all documentation is completed within timescales in accordance with the Children's homes regulations and Quality standards. Where required manage the home in the absence of the Registered Manager or Team Manager. Take part in a duty management rota and/or on call rota where required.		

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## Main Duties and Responsibilities:

- 1) To assist the Registered Manager to fulfil the responsibilities of the home as required by the Care Standards Act 2000 and the Children's Home Regulations and Quality standards.
- 2) To manage a consistent, high quality of case management for all young people and lead on the placement planning for the young person while they are resident within the home.
- 3) Lead on the creation of high quality placement plans, behaviour support plans, transition plans, delivery of keywork and other therapeutic interventions.
- 4) Ensure that the setting of meaningful individual goals and targets for young people are agreed with the young person, keyworkers, Local authority and other disciplines. Monitor and manage these goals and targets to ensure timescales are met and delivered.
- 5) Lead on the management responsibility for ensuring transition plans are developed and actively progressed when appropriate.
- 6) Management of staff absence, sickness and any performance issues in accordance with PCC policies.
- 7) To be accountable for consistently producing high quality reports that are compliant with PCC policies. Meeting all agreed deadlines for production.
- 8) Assist with the daily monitoring of all paperwork relating to children ensuring records are completed fully and within timescales according to the Children's homes regulations.
- 9) To co-ordinate and manage all departmental responses to achieve the goals and targets for individual young people and to be accountable for ensuring that records for young people are maintained and updated.
- 10) To assist the registered manager in the development of the journey of improvement for the home's practice, policies and procedures through project management and task and finish exercises.
- 11) Be responsible for addressing any safeguarding issues in relation to all children in the home appropriately according to policies and procedures and the unit DSL/LADO/RM and the relevant local authority are informed so any required actions can be taken swiftly and recorded.
- 12) Demonstrate the completion of risk assessments to a high standard
- 13) Provide regular supervision to the keyworkers, giving them support, guidance and direction on the delivery of relevant therapeutic interventions that meet the needs of the child in line with their goals and targets.
- 14) Lead on any changes to risk assessments and placement plans and ensure that the changes are communicated to all staff when additional information has become apparent.
- 15) Work in partnership with other disciplines, partner agencies and relevant individuals to meet the young person's needs to ensure a consistent integrated approach to provide a good quality of care to the children and young people at the home this will include attending relevant meetings.
- 16) To liaise with the education management team to ensure education planning is an integral part of the overall planning process.
- 17) Ensure parents and carers are actively involved where possible in the planning process.
- 18) Ensuring the young person takes part in the routines of the home including education, activities and health appointments.
- 19) Build positive relationships with the young people and gain their wishes and feelings. Advocate for their best interests, escalating concerns to a senior level if required.
- 20) On occasions the case manager will undertake direct work if required.
- 21) To lead and chair the relevant meetings in relation to planning and formulation. Identify any additional resources the young person requires to meet their needs. To also attend and contribute to any other multidisciplinary meetings as required in relation to the young person's needs either internally/externally to oversee progress and difficulties in ensuring all targets are met with regards to education, health, mental health.
- 22) Take responsibility for your own professional development within the context of a secure children's home.
- 23) In the absence of the Team manager, lead on critical and significant incident management as the first point of contact, alerting emergency services and other members of the management team

<p>where required. Ensure timely analysis and debriefing of staff and young people following a critical incident. Ensure staff and young people have appropriate support mechanisms in place.</p> <p>24) Deputise for other case managers in the short term to cover for sickness and annual leave.</p> <p>25) To support with the selection, reception and admission of children and young people into the home. Including sharing information about the acuity mix of the current cohort.</p> <p>26) Assist with the recruitment, retention and induction of staff.</p> <p>27) Being part of an on-call rota providing an out of hour's service to give advice or attend the unit in an emergency.</p> <p>28) Be available at evenings and weekends depending on the needs of the service.</p>	
<b>Generic Responsibilities:</b>	<p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health &amp; Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
<b>Flexibility Clause:</b>	Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.
<b>Variation Clause:</b>	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p>

**DATE:**

**COMPLETED BY:**

	Date Issued: February 2017	Last updated: Jan 2023
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## Person Specification

**JOB TITLE:** Case Manager

**POST NO:**

**GRADE:**13

**DEPARTMENT:** Children's services

**HOURS** 37

**DIVISION:** Clare Lodge

**DIRECTOR:** Elaine Redding

**DATE:**19.04.23

**COMPLETED BY:**

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Extensive knowledge of the physical, social and emotional needs of children and how these can be met with in the homes' environment, with particular reference to the safeguarding needs of the children and young people resident within the home.</li> <li>• Working knowledge of the Children's' homes regulations and quality standards.</li> <li>• Understanding of the Ofsted inspection framework.</li> <li>• Knowledge and understanding of good customer care</li> <li>• An understanding of complex needs and the impact of trauma on children and young people</li> <li>• Understanding of safeguarding procedures</li> <li>•</li> </ul>	
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>• Able to build positive professional relationships with young people who have complex needs.</li> <li>• Able to provide supervision and leadership to staff.</li> <li>• Ability to monitor performance against required standards.</li> <li>• Able to remain calm and decision make in a high pressure environment.</li> <li>• Able to re-prioritise several times throughout the day where required</li> <li>• Have experience of risk management and be able to dynamically risk assess young people and situations</li> <li>• Have skills of negotiation and persuasion</li> </ul>	

<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• At least 5 years' experience of working with children and young people.</li> <li>• At least 2 years' experience in a leadership role within a children's residential setting</li> <li>• Experience of staff supervision, performance management and appraisal.</li> </ul>	Experience of working in a secure environment
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Social work qualification</li> </ul> <p>And/or NVQ 4 or Diploma 5 Leadership and Management in Children's residential care</p> <p>A relevant degree qualification (i.e. psychology, child care) this would require a willingness to undertake Diploma 5 in Leadership and Management in Children's residential care</p>	
<b>PERSONAL CIRCUMSTANCES</b>	<ul style="list-style-type: none"> <li>• An expectation to work some weekends on a rota basis.</li> <li>• Take part in on duty/on call rota as and when required covering 24 hours.</li> <li>• Ability to work early and late shifts if required.</li> </ul>	
<b>EQUALITY</b>	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
<b>CUSTOMER CARE</b>	Knowledge and understanding of effective customer care (A & I)	

*[ At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]*