

CROSSREACH

Care you can put your faith in



Head of Children's Residential Care

Candidate Information Pack



The Church of Scotland

Social Care Council

Operating as CrossReach, Scottish Charity No: SC011353



About us

Children's Residential Care at Crossreach is all about potential. Identifying it, nurturing it, and realising it. As someone with leadership experience in residential care, you already know what it takes to help children realise their potential, especially in the face of personal trauma or challenging family circumstances. But with us there's so much more to tap into. We're one of Scotland's largest providers in the sector, we're leaders in trauma-informed care and we have both a solid infrastructure and an exceptional team. It's the perfect platform for making a real difference – all we need is an inspirational leader with the potential to take us forward.

Our children's residential care services, are not about large scale houses, we believe that bigger isn't better, so we have 7 small ,but perfectly formed homes, for the children that we support. This means that we can provide a really personal experience for them and ensure that they receive the best possible care whilst they are with us.

As Head of Children's Residential Services, you will be responsible for ensuring that we are delivering the very highest level of care, in new, exciting and fun ways. After all, these are children and this is their home.



The Role

Main Purpose

- To hold operational and strategic responsibility for our residential child care services with direct managerial responsibility for Service Leaders and support staff
- To ensure our services help achieve the highest possible outcomes in the lives of children, to improve our therapeutic processes and approaches in doing this and ensure our residential child care services continue to thrive.
- To ensure the visible and effective leadership of Service Leaders through regular visits to undertake supervision, appraisal, auditing, coaching and observing and monitoring practice at all levels.
- To identify opportunities to develop our work with our internal colleagues (e.g. our Education teams) and externally with our commissioners and stakeholders.

Main Duties

- To understand and be involved in the development of the strategic direction of the Children and Families team and the organisation as a whole
- Support the wider Children and Families team to establish and co-ordinate shared outcomes for children, young people and families which are aligned to national outcomes and frameworks (e.g. GIRFEC, The Promise, UNCRC)
- Identify synergies through process mapping between existing CrossReach services, partnerships and service users. Plan and implement accordingly to realise synergies
- Provide leadership to Service Leaders; understand their needs and develop and implement operational plans and comprehensive workforce development plans for staff in Children and Families based on best practice, legislation, values, ethos and GIRFEC principles.

- To uphold and promote human rights and the Rights of the Child in reducing incidents of restraint and restrictive practice and to scrutinise incidents of restraint.
- Find ways to include children and young people, their families, the staff team, and other stakeholders in evaluating the service.
- To support and encourage the building of positive and lasting relationships between the children and those given the privilege of looking after them.
- Identify ways to increase workforce retention, including volunteers and students on placements within services along with improved induction, training; support and supervision
- Align research, national outcomes and evidence based best practice to enhance service delivery. Monitor & evaluate service delivery of Children's Residential Care services against best practice and agreed service delivery metrics.
- Support the Director to work proactively with relevant Scottish Government teams, local authorities, umbrella organisations and cross party working groups
- Further develop service user involvement with children, young people, families, carers and communities and support Children's rights.
- To have overall responsibility for Residential Children's services budgets
- To participate in competitive tendering and to identify trends which may impact our performance within a continuous improvement approach.
- To ensure that professional networks are developed and maintained with a range of external bodies and stakeholders.

General Duties

- To undertake duties in relation to CrossReach Policies and Procedures such as Complaints, Discipline & Grievance, Health & Safety and Safeguarding as required.
- To prepare and present reports for the Council Committees, CMT and SMT as requested by the Director or CEO.
- To be a member of the Senior Management Team, undertaking relevant tasks and responsibilities within and on behalf of the group.
- To undertake networking and stakeholder events on behalf of CrossReach.
- To promote Health & Safety awareness and compliance throughout the area of responsibility.
- To organise regular management meetings for specialist area, ensuring the communication of relevant corporate information and development of that section.
- To undertake such other duties as may be required by the CEO.
- To demonstrate and share Christian love and support including by leading of worship in accordance with CrossReach policy, and by ensuring all staff meetings are opened with prayer and Bible reading



The Person

Essential requirements

- Relevant Degree or Diploma or other demonstrable experience in Social Care, Social Work or other demonstrable experience.
- Experience of managing and developing Residential services for Children or Young People. To have the capacity, self-awareness and resilience to support, emotionally contain and provide space for supervision and reflection.
- Experience of maintaining service quality for multiple relevant services
- Experience of leading teams and developing staff.
- Experience of creative problem solving, prioritising, and using own initiative.
- Effective communication both verbal and written with the ability to provide a persuasive argument.
- Experience of setting and managing budgets

Desirable requirements

- Experience of engaging and influencing stakeholders or policymakers on a range of issues affecting Children and Young People

Specific Requirements

- Applicants for this post are required to have a Christian commitment and be able to uphold our Christian Ethos. This requirement is a Genuine Occupational Requirement in terms of the Employment Equality (Religion or Belief) Regulations 2003.
- This post requires you to be a member of the Protecting Vulnerable Groups (PVG) Scheme and undertake the necessary vetting checks.

Benefits

- The salary for this post is £54,500 per annum.
- £5,500 car allowance.
- Health cash plan giving cash back on a range of essential healthcare at enhanced level.
- Wellbeing and counselling support
- Employee discount scheme, plus access to Blue Light discount scheme
- Employee awards and recognition programme.
- Contracted hours of work are 40 hours per week. however, be expected to work such hours as are required for the efficient delivery of your duties.
- The post will be based in Erskine, Renfrewshire, but there is flexibility to work from home or other CrossReach locations, depending on requirements. Travel throughout West and Central Scotland will be required.
- 25 days annual paid leave. Increasing to 27 days after 3 years' service, 30 at 5 years and 33 at 10 years. There are also 10 statutory holidays.
- 7% employer contribution pension scheme.

Section Process

The selection process will involve a competency based interview and a presentation and you can expect to be interviewed by 2 members of the Corporate Management Team. You will also undertake a psychometric profile testing.

The selection process will be structure around our 7 managerial competencies :

1. Leadership, developing and managing others
2. Planning and improving services
3. Resilience
4. Effective decision making
5. Working relationships
6. Commitment to quality & service improvement
7. Stewardship of resources



How to Apply

If you would like any further information or to have an information discussion regarding this role, please contact Sheila Gordon, Director of Children & Families on sheila.gordon@crossreach.org.uk

Alternatively to apply, please visit www.crossreach.org.uk/careers.

