

StCHRISTOPHER'S CREATING BRIGHTER FUTURES

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| Job title: | Referrals and Placements Manager |
| Grade: | CS3 |
| Location: | Home based with regular travel to London, Essex and Birmingham |
| Responsible to: | Director of operations UK |
| Responsible for: | Placements officers |

Our vision is for every child and young person to be safe, loved and happy, to achieve their potential and have a bright future.

You will achieve this by helping to ensure children and young people are offered, through their placing local authority, the opportunity to live in one of our residential or foster homes.

Our mission is to create brighter futures for children and young people by

Caring about children, young people and our colleagues.

Being **Respectful** of every individual and value the strengths in everyone.

Being **Professional** and committed to reflection and continuous learning.

Being **Flexible** and agile so that we can be fit for the future.

Being **Honest** about what we can do and optimistic about the future.

Being **Creative** and passionate about positive change.

You will achieve this by

Professionally and responsibly screening and facilitating the preliminary matching of children referred by placing local authorities to residential services and foster placements across St Christopher's UK services.

Developing and sustaining external professional relationships to establish new areas of business on behalf of the organisation to raise the profile of the organisation and in doing so drive development of services offered.

Creating and implementing purposeful and effective data management systems to ensure sound oversight of referral information to help to inform foster carer and staff induction and training.

Set out effective systems to ensure all children and young people who come to live in our services experience a seamless experience of care and support.

| | Referrals and Placements manager JD | Competency achieved by month: |
|---|---|--------------------------------------|
| 1 | Developing the referrals and placements manager role in partnership with the Director of Operations, Head of Operations UK, Head of Fostering. | 4-6 |
| 2 | Creating and developing an effective referral tracking and data management system | 3-4 |
| 3 | Developing good, meaningful professional working relationships with local authority commissioners and where appropriate social workers and team managers | 3- 4 |
| 4 | Creating a structure for referrals team meetings, and providing regular staff supervisions in line with St Christopher's policies and participating in St Christopher's performance appraisal scheme. | 2- 3 |
| 5 | Setting out a system to ensure children and young people's records are maintained, accurate and up to date, both paper and electronic, including report writing and contributing to assessments at the request of senior operations managers. | 2- 3 |
| 6 | Reviewing and refreshing the individual placement agreement format, the impact risk assessment and matching documentation | 3- 4 |
| 7 | Establishing sufficient financial oversight of each placement and framework contract to ensure that service incomes are operating at the expected percentage levels. | 3- 4 |

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| 8 | Identifying with referrals and placement staff emerging themes from referral information to help to shape residential and fostering staff and foster carer training | 4- 6 |
| 9 | Ensuring good, up to date information to shape each young person's initial care plan is available to operations managers | 2- 3 |
| 10 | Using St Christopher's electronic recording systems to ensure the initial information held about each child or young person is up to date and relevant to inform the emerging plan for care and or support. | 2- 3 |
| 11 | Facilitating and contributing to team meetings and regular supervisions with the Director of operations in line with St Christopher's policies and participating in St Christopher's performance appraisal scheme. | 2- 3 |
| 12 | Working flexibly to meet the changing demands of the service by taking on any additional tasks and responsibilities to ensure the safe day-to-day running of the referral team. | 2- 3 |
| 13 | Regular and effective use of Outlook to respond to meeting and training invitations and to plan time. | 1 |

Months 6 onwards

| | Referrals and Placements manager JD | Competency achieved by month |
|----|---|-------------------------------------|
| 14 | Sustaining trusting, positive and warm relationships with colleagues based in residential and fostering services. | 3 |
| 15 | In the context of understanding the role of the local authority and the legal and statutory framework establishing and sustaining effective multi-agency relationships across the professional team around the child and respecting the contribution that they and other individuals make to the care of children and young people. | 3 to 6 |
| 16 | Establish and sustain positive and professional working relationships with your colleagues whilst being committed to promoting a positive team culture. | 3 to 6 |

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| 17 | Adhering to and promoting St. Christopher's Equality and Diversity policy in all aspects of our work and to actively challenge discriminatory practice. | 3+ |
| 18 | Promoting and implementing all of St Christopher's policies and procedures and to report to a line manager, or other appropriate person, malpractice or evidence, which may suggest it. | 4+ |

The duties as outlined in this job description are not exhaustive and may change from time to time due to the changing nature of the working environment. You are expected to carry out all appropriate tasks necessary to meet the needs of the service, or as may be requested by your manager.

Person Specification

This section outlines the things we need from the referrals and placement manager. You'll see you don't always need specific qualifications or experience, but you will need to be able to demonstrate alignment with St Christopher's values and behaviours.

| | ESSENTIAL | DESIRABLE | ASSESSMENT METHOD |
|---------------------------------|--|--|-------------------|
| EDUCATION & TRAINING | A professional qualification/NVQ Level 4 /social work qualification | Degree or equivalent | A |
| EXPERIENCE | Of commissioning services for or on behalf of the local authority | Management and supervision of staff / services | A/I |
| | Experience or understanding of outcome-based service delivery and the required standard of records which evidence that. | Developing a staff team | A/I |
| | | Experience of models of good childcare practice, such as Social Pedagogy, Attachment Theory. | I |
| KNOWLEDGE | Strong knowledge of child development and an understanding of patterns of transition from childhood to adulthood | Awareness of the key issues and areas of practice within a foster home or residential setting, including risk, security and health and safety. | A/I |
| | An awareness of issues facing young people such as bullying, gangs, radicalisation, self-harm, sexual exploitation and how these impact on behaviour | Understanding of the impact of early childhood trauma on the life cycle. | A/I/T |
| | Understanding of the regulatory and statutory frameworks the services operate within. | Basic understanding of safeguarding Regulations and Procedures. | A/I |
| SKILLS | Ability to build and promote meaningful professional relationships while upholding the organisations values | Financial management | A |
| | Ability to put children and young people at the centre of planning and decisions that affect their experience of being in care. | | I |
| | Ability to reflect on actions taken and the impact of the outcomes, identifying strengths and weaknesses and how ones own experience, feeling and behaviours may influence relationships with Children and YP. | | I |

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| | Self-awareness and ability to reflect on own practice and to demonstrate respect of everyone's work, while challenging discriminatory practice. | I |
| | Team work skills and the ability to create positive relationships with a wide range of individuals and external agencies. | I |
| | Ability to use IT System for recording information and related technology | A/I |
| | Oral and written skills in order to understand guidelines and policies and to maintain children's records. | I |
| | Ability to present and analyse information, patterns and trends for presentation to managers and team | T |
| SPECIAL REQUIREMENTS | Ability to travel between locations | A |
| | | Hold a valid Enhanced DBS registered in the Update Service (if social work qualified registered with the SWE) |
| | Commitment to undertake any necessary training and continuous learning to ensure a high level of service. | |

A – Application

I – Interview

T -Test

St Christopher's is committed to equal opportunities and welcomes applications from all sections of the community as well as applications from candidates with care experience or experience of being a care leaver.