

ROLE & PERSON PROFILE March 2010 (N.B. Not exhaustive and can be amended)

| Title Level | Registered Manager Manager Grade | Business: Location: | Maternal Matters plc North West |
|---|--|--|---|
| ROLE PROFILE | | PERSON PROFILE | |
| Role and Context | Need To Achieve/Demonstrate | Need to Know/Have | Need to Be |
| <p>Context</p> <p>To role model excellent professional practice in the care and support of the client group.</p> <p>In line with Company aims and objectives, deliver strategic direction, guidance and support to promote independence and enable the young mothers to develop the skills and knowledge that are necessary to protect their child's wellbeing and safety.</p> <p>To Manage & be Accountable for</p> <ul style="list-style-type: none"> The strategic and financial objectives of the home through delivery of commercial, customer service and people targets Protecting the integrity of the business at all times. <p>Scope</p> <ul style="list-style-type: none"> Reports to Operations Director Responsible for all employees and customers on shift. <p>Key Relationships</p> <p>Service Users, Operations Director, Staff, Peers, External Stakeholders (local authority, agencies, specialists, local health services etc),</p> | <p>Key Performance Indicators (KPI's)</p> <ul style="list-style-type: none"> Commercial targets and KPIs as delegated. Achievement of budgeted income and profit margins Effective management of cost base in line with P&L Occupancy levels as agreed Ensure GP to Salary ratios are within budget Accurate and timely reporting Assessments undertaken in accordance with agreed timescales Effective individualised plans based upon the 5 outcomes of Every Child Matters Achievement of objectives within Placement Plans Service user and child able to safely and confidently integrate back into independent living Children are safe and protected from all forms of violence and exploitation Achieves service and standards targets Effective communication, team management, development and engagement Effective relationships with all internal and external stakeholders Ensures the security and integrity of the business and achieves pass levels for all Internal and external audits Compliance with all relevant legislation (such as Health and Safety, Employment, etc) Continuous professional development | <p>Experience & Capabilities</p> <ol style="list-style-type: none"> Expertise in working with families and children A working knowledge of all relevant legislation including Minimum Standards Ability to develop & achieve effective child and family assessments, within the Dept of Health's Framework for the Assessment of Children and Young People Ability to develop and achieve effective Placement Plans Effective assessment of risk and protecting service users from harm and abuse Computer literate Sound numeracy skills Decision making abilities Ability to work unaided on own initiative Ability to direct own and teams' workload Problem solving ability – can analyse and investigate data to identify challenges and devise solutions Can deliver high levels of personalised customer service consistently Maintain and drive service and standards Sound influencing and negotiation skills Effective coaching, leadership skills and team building skills <p>Qualifications</p> <p>RMA or similar recognised qualification Social Work qualification or equivalent in Health, Education or Social Care Valid UK driving license (with access to a car)</p> <p>Specialist Knowledge/Skills</p> <p>An understanding of basic child development from birth to 5 yrs A working knowledge of 'Every Child Matters' Knowledge of relevant child protection legislation and guidelines Knowledge of the range of services available to the child and family with the LA Knowledge/understanding of the following is desirable: learning disabilities; mental health issues; domestic violence; drug/alcohol addictions;</p> | <p>Core Behaviours</p> <p>To demonstrate positive behaviours in order to achieve results through:</p> <ol style="list-style-type: none"> Planning for Success Prioritise and plan to deliver business goals whilst making effective and efficient use of resources Driving Great Performance Effective leadership of individuals and the team to exceed results with passion, drive and energy Customer Service Excellence Put the service user at the heart of everything you do Finding a Better Way Find more effective and efficient ways of doing things to enable business growth Communicating with Impact Develop effective relationships with internal and external stakeholders. Coach, listen and share information. Network and influence. |

| | | | | |
|-------------------------|---|--------------------------------|--|-------------------|
| Title Level | Registered Manager Manager Grade | Business: Location: | Maternal Matters plc North West | |
| ROLE PROFILE | | PERSON PROFILE | | |
| Role and Context | Need To Achieve/Demonstrate | Need to Know/Have | | Need to Be |
| | <ul style="list-style-type: none"> Sharing of expertise, best practice and knowledge | | | |