

Kent County Council

Job Description: *Reception Centre Manager*

Directorate:	Children, Young People and Education
Unit/Section:	Unaccompanied Asylum Seeking Children's Reception and Safe Care Service
Grade:	KSG
Responsible to:	Operations Manager

Purpose of the Job:

To lead a staff group of Centre Workers to support the young people residing at the Reception Centre attend all their appointments, learn independent living skills and engage in activities to help them learn English and feel happy and safe. In doing so the Centre Manager will make sure young people are ready to move to independent accommodation within 8 weeks of arrival at the Reception Centre.

Main duties and responsibilities:

- Complete a handover meeting at the start of every shift so all Centre Workers understand what tasks need to be completed, by who and when, during the shift. Centre Managers to take responsibility for making sure that Centre Workers complete their assigned tasks and escalate to the Operations Manager if this is not done.
- Ensure a Young Persons Guide is shared with every new arrival to the Reception Centre alongside a Centre Worker and where possible with an Interpreter. Ensure each Young Person is orientated to the centre and knows how to request support.
- Ensure young people attend all their appointments and Centre Workers complete reports for these appointments on the same day.
- Quality assure the reports completed by Centre Workers and submit these to Business Support.
- Ensure a Centre Worker attends and contributes to young people's Child in Care reviews held at the Reception Centre.
- Ensure clear and accurate observation reports by Centre Workers are completed for age assessments at the request of Social Workers and Managers.
- Complete Incident Reports and submit these to the Operations Manager whenever concerns are raised regarding the behaviours and safety of young people, staff or a third party.
- Manage availability of bedrooms at the Reception Centre to make sure there is available beds for new arrivals. This is to be done on a daily basis.

- Ensure Centre Workers complete checklist of young person's belongings and room both on arrival and departure from the Reception Centre.
- Ensure any money taken or added to the centres accounts is clearly and accurately accounted for.
- Complete a weekly activity planner so young people have stimulating and meaningful learning activities. Ensure Centre Workers encourage young people's engagement in activities.
- Complete regular formal supervision with the Centre Workers.
- Lead Centre Workers to encourage young people to express their wishes and feelings and make their own choices as much as possible.
- Work in partnership with the Operations, Service and Team Managers, Social Workers and other staff to ensure the smooth running of the Reception Centre.
- Promote equality and anti-discriminatory behaviour with young people and staff.
- Behave in a professional manner at all times.
- Be prepared for and contribute to individual supervision the Operations Manager.
- Undertake any other duties commensurate with the level of responsibility of this post.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Reception Centre Manager*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	Educated to GCSE Level or equivalent or NVQ Level 3 Caring for Children and Young People. Evidence of relevant professional development
EXPERIENCE	Experience of working and caring for children or young people in a residential setting. Experience of leading a small staff team on shift. Experience of working with unaccompanied asylum seeking children.
SKILLS AND ABILITIES	Effective communication skills including verbal and written using a variety of tools with children, carers and colleagues. Ability to lead a staff team and role model good practice. Ability to prioritise and work on own initiative, as part of a team and able to ask for support and guidance at appropriate times. Computer literate, excellent use of IT and software systems including Liberi. Willingness to attend and contribute to training opportunities, supervision and team meetings to continuously improve practice. Ability to travel to meet the requirements of the service. A Full UK Driving Licence – The Council is committed to making reasonable adjustments so whilst this job requires the jobholder to drive your application will still be considered if you are unable to drive due to a disability. Commitment to equalities and the promotion of diversity in all aspects of working.
KNOWLEDGE	Knowledge of child development.

	Broad knowledge of processes, systems, law and regulation that impact on children in the care of the local authority. Knowledge of issues that impact on children including CSE, gangs and Prevent agenda. Awareness of GDPR and confidentiality issues.
KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make Our values enable us to build a culture that is: Compassionate and Inclusive - compassionate, understanding and respectful to all Working Together - building and delivering for the best interests of Kent Externally Focused - Residents, families and communities at the heart of decision making Flexible/agile - willing to take (calculated) risks Empowering - Our people take accountability for their decisions and actions Curious - constantly learning and evolving