

Job Description: Cluster Manager (Supported Accommodation for 16-18 Year Olds)

Job Title: Cluster Manager

Location: Multi-site (4-5 supported accommodation homes within a designated cluster)

Reports To: Senior Leadership Team / Regional Manager

Salary: Competitive, dependent on experience

Hours: Full-time, including some on-call responsibilities

Job Purpose:

The Cluster Manager is responsible for the operational leadership, quality assurance, and regulatory compliance of 4-5 supported accommodation homes for young people aged 16-18 years old. The role ensures that all homes within the cluster operate efficiently, safely, and in line with national standards, offering a nurturing and empowering environment for young people transitioning to independence.

The post-holder will work collaboratively with staff, external professionals, and local authorities to ensure that young people receive high-quality care, support, and guidance, aligned with the ethos of Illuminate Care's love-led approach and T.R.I.B.E values (Trust, Respect, Impact, Belonging, Enable).

Key Responsibilities:

1. Operational Leadership & Service Delivery

- Oversee the day-to-day running of supported accommodation homes.
- Ensure each home is staffed appropriately, fostering a positive and consistent environment for young people.
- Monitor occupancy levels and referrals, working with local authorities to maintain high standards of placements.
- Implement Illuminate Care's trauma-informed and strengths-based approach, ensuring young people feel safe, valued, and empowered.

2. Compliance & Safeguarding

- Ensure all homes operate in line with Supported Accommodation Regulations 2023, Quality Standards, and local safeguarding policies.

- Act as the Deputy Designated Safeguarding Lead (DSL), ensuring robust safeguarding procedures are followed.
- Oversee risk assessments, incident reporting, and care plans, ensuring they are regularly reviewed and updated.
- Ensure compliance with Health & Safety legislation, conducting audits and ensuring safe working environments.
- Ensure agency staffing are used appropriately and effectively to cover shortfalls in staffing.
- Ensure rota's cover service needs at all times and support with shift cover where required.

3. Team Management & Staff Development

- Line manage and provide leadership, supervision, and support to Registered Managers and senior staff within the Supported Accommodation.
- Oversee the training and development of staff, ensuring compliance with mandatory training requirements via Illuminate Care's Training Hub and Training Matrix.
- Foster a positive and supportive workplace culture, leading by example in embedding love-led practice and natural interactions.
- Ensure staff performance is managed effectively, addressing concerns, setting goals, and promoting professional development.

4. Financial & Resource Management

- Manage budgets for the cluster, ensuring cost-effective use of resources while maintaining high standards of care.
- Oversee staffing budgets, training investments, and home maintenance costs.
- Ensure financial oversight aligns with Illuminate Care's commitment to sustainable, high-quality service delivery.

5. Multi-Agency Working & Stakeholder Engagement

- Act as the primary point of contact for local authorities, social workers, education providers, and external agencies.
- Attend placement review meetings, safeguarding strategy discussions, and multi-agency panels to advocate for young people.
- Work closely with therapeutic and education teams to ensure a 360-degree approach to young people's development.

- Engage with families and significant others, where appropriate, to support relationship-building and positive transitions.

6. Quality Assurance & Service Improvement

- Conduct regular audits and inspections across all homes, ensuring consistency and adherence to best practices.
- Lead on service improvement plans, identifying areas for development and implementing innovative solutions.
- Ensure feedback from young people and staff informs service developments, fostering a culture of continuous improvement.
- Prepare homes for Ofsted inspections, local authority reviews, and external assessments, ensuring high ratings and compliance.

Person Specification:

Essential Criteria:

- Experience managing multiple supported accommodation settings or children's residential homes.
- Strong knowledge of Children's Homes (England) Regulations 2015, safeguarding legislation, and social care frameworks.
- Proven experience in leading teams, managing budgets, and driving service improvements.
- Excellent multi-agency working skills, with experience in engaging with social workers, local authorities, and external professionals.
- Strong understanding of trauma-informed, love-led care approaches and a passion for supporting young people.
- Must be able to work flexibly, duties will include on-call, and shift cover / allocation where needed, to ensure the safety and well-being of young people.
- Excellent communication, leadership, and problem-solving skills.

Desirable Criteria:

- Experience in developing new services and contributing to strategic growth.
- Minimum Level 5 Diploma in Leadership for Health & Social Care (Children & Young People's Services) or equivalent.

- Training in Therapeutic Crisis Intervention (TCI), Attachment-Based Practice, or Positive Behaviour Support (PBS).
- Experience with budget management and financial oversight.
- Knowledge of education pathways and employment support for care-experienced young people.

The Cluster Manager role is a key leadership position within Illuminate Care, responsible for ensuring that multiple supported accommodation homes deliver high-quality, person-centered support to young people aged 16-18. This role requires a strong, compassionate leader who is committed to trauma-informed, relationship-based care and the empowerment of young people as they transition toward independence.

