

Role Profile



Job Title: MSI&E Manager		Reports to: Strategic Lead for SEND & Inclusion	
Location: Milford House, Exeter	Business Stream: Land, Education		No. of Direct Reports (approx.): 6-8
<p>Purpose of role: To manage the delivery of and provide effective leadership for responsive, bespoke MSI service for children and young people who have a multi-sensory impairment, are recorded as deafblind, and who may also have secondary conditions. Service delivery will include a variety of settings including community, educational and home environments. The team consists of Team Leaders, Communication Support Workers and Multi-Sensory Workers.</p> <p>The MSI&E Manager is expected to ensure the service is able to effectively support the child/young person to fully access their learning in a variety of educational settings (nurseries/pre-schools through to FE colleges). The role will also require the management of the Enabling team who support children & young people with additional needs to access and engage in their local communities</p> <p>They will be required to liaise with internal and external stakeholders, working in partnership with the child/young person, parents/carers and professionals. They will provide children/young people and their families the opportunity to express their views in an individually appropriate way, and taking account of this feedback when developing the service.</p>			

<p>Key Behavioural competencies:</p> <p>Interpersonal and Influencing Skills</p> <ul style="list-style-type: none"> • Excellent communication skills using a range of mediums and to a variety of audiences • Ability to prioritise workload effectively and work under pressure, meeting deadlines • Ability to deal with challenging situations • Able to think creatively and problem solve • Experience of working with young people with special / additional needs • Experience of working with children who have sensory loss or multi-sensory impairment • Excellent time management <p>Team Working</p> <ul style="list-style-type: none"> • Ability to promote effective teamwork • Maintain professional standards for the service • Experience of managing performance and setting objectives for professional development • Ability to support a multi-disciplinary approach to promote collaborative and effective working alongside educational providers <p>Building Relationships</p> <ul style="list-style-type: none"> • Demonstrate empathy with the children and young people and respecting their privacy, dignity and confidentiality • Ability to work in conjunction with parents/carers, multi-agency colleagues advocating a person-centred approach to developing communications, life skills and independence • Ability to build rapport and establish cooperative relationships <p>Flexibility</p> <ul style="list-style-type: none"> • Able to plan and work to detailed programmes • Ability to cover shifts at late notice • Ability to travel in line with the needs of the service • Able to be part of the on call rota to deal with any last minute changes to the rota, including shift changes and staff absences. <p>Key Technical Skills/Competencies:</p> <ul style="list-style-type: none"> • Level 1,2 or 3 British Sign Language • MSI qualified with current experience or specialist training and experience in sensory loss 	<p><u>Job Description</u></p> <p>Top 10 Major Tasks and Activities:</p> <ul style="list-style-type: none"> • Line manage Team Leads (and where necessary Team members) providing monthly supervision, annual appraisals and six monthly reviews (following Babcock PDR process) and staff overall wellbeing. To ensure that Team Leaders provide appropriate line management support and supervision as outlined here. • To manage recruitment and retention of staff, promoting the development and competency of the team to ensure safe and effective delivery of care and support. This includes leading the planning and provision of relevant training programmes and ensuring staff remain up-to-date and compliant with training requirements. • To manage and oversee the decision making process regarding eligibility for referrals to the MSI&E service • To ensure the integrity of the service through focusing on consistency across all service strands. To coordinate and evaluate the process & outcomes of service audits and information governance processes to develop strategies to support senior leaders in ensuring consistency across the service. • To work in consultation with Senior Leaders to develop and implement strategies for managing risks associated with the service and with financial data. • To oversee reviews of assessments, annual reports and care packages ensuring that they are appropriate to meet the children/young people's needs. • To lead and support risk assessments for the MSI&E service and ensure control measures are in place to maintain the child/young person's safety. • To build positive working relationships and liaise with other agencies / professionals to ensure working together to provide the best possible outcomes for the young people. Regular contact with these professionals is essential and pivotal to this role to support the staff and young people. • To ensure effective and timely communication on a regular basis with children/young people and their families, including regarding operational issues which may be contentious or sensitive. • To be responsible for the review and development of policies and protocols within the MSI&E Service and where appropriate the wider organisation. 	<p>Being Babcock' guiding principles</p> <ul style="list-style-type: none"> • Build great relationships based on trust <ul style="list-style-type: none"> ➢ Support each other ➢ Give honest feedback • Never compromise on health and safety <ul style="list-style-type: none"> ➢ Ensure everyone goes home safe every day ➢ Challenge unsafe behaviour • Respect people and value their diversity <ul style="list-style-type: none"> ➢ Treat everyone with courtesy and thoughtfulness ➢ Listen to others' points of view • Trust our people to deliver <ul style="list-style-type: none"> ➢ Respect colleagues' expertise ➢ Create an environment where everyone can excel • Thrive on complexity <ul style="list-style-type: none"> ➢ Be a problem solver ➢ Keep a cool head in a crisis • Challenge ourselves and each other <ul style="list-style-type: none"> ➢ Always look for better ways of doing things ➢ Embrace opportunities to learn • Safeguard customers' reputations <ul style="list-style-type: none"> ➢ Achieve positive outcomes for each other ➢ Take ownership and responsibility • Always strive to deliver <ul style="list-style-type: none"> ➢ Be flexible when it counts ➢ Deliver to the highest standards
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<ul style="list-style-type: none"> • Qualified teacher or experience of working in educational settings (Desirable) • GCSE numeracy and literacy skills level A-C • Level 5 Diploma in Leadership and Management or willingness to work towards. • Good IT skills, familiar with Word and Excel • At least 2 years' experience of supporting children and young people with additional needs • Good knowledge on conditions and medical needs of children with a sensory impairment • Experience of implementing a Total Communication approach within the service • Appropriate Safeguarding training <p>A Safeguarding reference and Enhanced DBS are required</p>	<p>Additional Key Accountabilities:</p> <ul style="list-style-type: none"> • Make decisions within established procedures, including planning activities. • Follow Babcock LDP policies regarding staff management, such as staff training, absence monitoring, performance and capability. • Responsible for the security and safekeeping of manual records and reports. • Prioritise demands acting on own initiative. • Provide comprehensive reports for families, external professionals and team members that will enable positive outcomes for the children/young people. • Ensure that the monthly staff rota (including the on-call rota) is planned and maintained, regularly updating any changes and managing any adjustments required. • Oversee inputting monitoring young people packages in line with their referral. • To undertake normal office duties and work hands on with young people with additional needs when required. • Undertake personal care tasks as required following appropriate training to assist with feeding, moving and handling, and supporting with medical needs. • Oversee the planning and running of monthly team meetings and Team Leader meetings (as required), ensuring service updates (internal, local and national), including those within the wider organisation are understood. 	
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