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| |  |  |  | | --- | --- | --- | | **1** | **Post Title:** | **Senior Manager Child Care** | | **2** | **Post Number:** |  | | **3** | **Grade:** | Grade 15 Job Evaluation Ref No: N9573 | | **4** | **Location:** | Your normal place of work will be Aycliffe Secure Centre. However; you may be required to work at any council workplace within County Durham. | |  |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

**Disclosure & Barring Service:** Subject to DBS Enhanceddisclosure

1. **ORGANISATIONAL RELATIONSHIPS:**

The postholder will be accountable to the Centre Manager/Deputy Centre manager.

1. **DESCRIPTION OF ROLE:**

To provide leadership and management on aspects of operations within Aycliffe Secure Service, supporting the Centre/Deputy Manager in setting strategic priorities, including management of staff, budgets and responsibility for the wellbeing and safety of all young people cared for by the service.

The post holder will support the centre manager in being responsible for ensuring that statutory, legal and contractual responsibilities are met. To manage the care of young people, providing a secure, needs led and constructive environment for young people via effective case work

To manage the balance of a nurturing yet secure environment in a young people’s setting and support staff in achieving this aim.

To contribute to the Senior Management group and the strategic development of the Centre.

1. **DUTIES AND RESPONSIBILITIES SPECIFIC TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

* To manage, monitor and evaluate the efficiency and effectiveness of young people services and activities with regard to addressing individual and centre risks and needs.
* Monitor effectiveness of all services within remit. Produce reports as requested.
* Develop effective systems around achievement of KPI’s and inspection recommendations.
* To lead on performance management information in the centre in relation to young people services teams.
* To attend Strategic Management Team (SMT) meetings and represent the centre at a strategic board level.
* Any other duties commensurate with the role of a Senior Manager, as directed by the Centre Manager.
* To manage all staff and ensure their continuous professional development needs are met.
* To liaise with the Youth Custody Service, Department of Education and Ofsted to ensure all requirements are met.
* To work jointly with the Centre Manager to ensure that policies and procedures are current, reflect best practice and are effectively implemented.
* To lead on improvement initiatives across the service, working with managers and staff to embed processes and practice.
* To ensure the effective recruitment, development and deployment of human resources within the teams.
* To contribute to cross-service, corporate and partnership working groups.
* There will be an expectation that the post holder will participate in the out of hour’s duty rota.
* To be responsible for the admissions into the centre, ensuring appropriate mix for the centre.
* To be responsible for ensuring a strong professional relationship is developed and maintained with placing authorities and placement hub.
* To lead on quality assurance initiatives across the service.
* To make a contribution to developing new services to meet demand and to ensure that outcomes for young people improve.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Children’s Services.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

**9.1 Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

**9.2 Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

**9.3 Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

* + 1. **Development of Self**

To ensure that relevant development opportunities are undertaken and achieved where appropriate, in line with induction training. Mandatory training, career pathways and individual identification with Manager. To reflect on own experiences to ensure that service developments take place. To undertake relevant corporate professional development in line with registration with appropriate bodies, where appropriate/required.

**9.4 Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

**9.5 General Management**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

**9.6 Financial Management**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

**9.7 Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

To engage with and undertake any Children and Adult Services procedures in respect of supervision.

**9.8 Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

These policies apply to all employees of Durham County Council.

**9.9 Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

**9.10 Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**10. GENERIC EXPECTATIONS FOR POSTS WITHIN SECURE SERVICES**

• The postholder will be expected to comply with the Every Child Matters Outcomes framework (the Durham 5), the Youth Justice Board’s contractual requirements and all of the policies, standards and procedures operating within Durham County Council, Children and Adults Services, Safeguarding and Specialist Services Unit and specifically those governing the Secure Children's Homes.

• Working within the agreed performance management and quality assurance framework for each part of the service, post holders will be expected to contribute to the development and delivery of the professional standards of practice at service, team and individual level. In particular, this will reflect the common core of skills and knowledge:

* Effective communication and engagement with children, young people and families;
* Child and young person development;
* Safeguarding and promoting the welfare of the child; supporting transitions;
* Multi-agency working; sharing information

• The performance and quality framework is designed to link together service, team and personal objectives to emphasise the importance of child centred outcomes and will link explicitly service performance to individual performance and development objectives through the development of key performance indicators. These will include 100% compliance with staff supervision and appraisal and a stronger emphasis on personal development and career progression.

• Opportunities for career progression and development will be available through the enhanced career pathways schemes being developed to deliver the County Council's commitment to staff and career development. In return staff is expected to demonstrate a personal commitment to continuing professional development through evidenced based practice and supported study programmes.

* Flexible working patterns and practice will continue to be encouraged supported and developed in line with the revised rostering system which will replace the existing duty management team arrangements with a comprehensive *24f7* rotational shift system, the details of which will be subject to individual consultation. Shifts will follow a rotation across 52 weeks to ensure moreequitable patterns of working for team members and full operational team capacity including cover for periods of annual leave and sickness absence. Staff will be expected to comply with the agreed shift system and the associated arrangements for requesting and booking time off.

• Particular emphasis will be placed on enhancing the quality and content of information and records management in the new service. in line with the requirements of E Asset and integrated information systems to support integrated services delivery. Staff will be supported in enhancing leT and e.learning skills and competencies and will be expected to participate in the development and roll out of new information systems.

**Person Specification: -**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * Diploma or higher in management Level 5 or above | * Social Work Degree or equivalent Qualification * Youth Justice/Criminology/psychology qualifications * Additional Professional qualifications relevant to young people services * NVQ Level 5 in Management or equivalent | Application form  Selection Process  Pre-employment checks |
| **Experience** | * Experience of managing within children’s services * Experience of managing complex change within a children’s service environment * Experience of managing safeguarding and child protection issues. | * Project management experience in a complex environment * Experience of management in children’s services * Experience of developing and implementing innovation in children’s services * Experience of a secure environment or working with a similar client group. | Application form  Selection Process  Pre-employment checks |
| **Skills / Knowledge** | * High level of safeguarding practice and procedure * Current knowledge of childcare legislation and guidance in children’s services * Leadership skills * Organisational skills * Excellent communication skills * Self-motivator * Staff management and supervision * Strategic planning and an ability to follow through implementation and monitor/audit * Ability to make decisions in a pressurised environment * Flexibility and interpersonal skills with internal and external stakeholders, including young people and their parents/carers | * Knowledge of working in LASCH * Social care research experience * Use of statistical packages to measure outcomes. * Knowledge of Youth Justice system | Application form  Selection Process  Pre-employment checks |
| **Personal Qualities** | * Inclusive approach * Strategic thinker * High standards * A flexible and adaptable approach to work * Personal commitment and drive * Will be required to work outside normal office hours * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance). |  | Application form  Selection Process  Pre-employment checks |