



Job profile

Assistant Manager

Grade H

Group: Care, Wellbeing and Learning

Service: Social Work - Children and Families

Location: Longside House Children's Home

Line Manager: Registered Manager

Car User Status: Casual

Job Purpose

To assist in the effective management of a Council establishment which offers residential care to young people with emotional and behavioural difficulties

The key roles of this post will include:

1. To ensure the needs of the service users are met in line with current legislation, Council policies, procedures and practice guidelines through effective management of people, buildings and finance.
2. To monitor and ensure the implementation of care plans and risk assessments, contribute to the process of consultation with service users and their families or carers, to identify their needs and preferences.
3. To contribute to reviewing and developing service policies and plans in response to Best Value, Quality Standards, Registration and Inspection requirements to ensure the physical and emotional well being and safety of service users is promoted.
4. To maintain positive communication and professional relationships with the staff team, colleagues and other agencies.
5. To assist with the recruitment, selection, induction and development of staff to ensure that an effective and efficient service is delivered.
6. To assist in the management of the employees within the establishment, providing support, guidance, supervision and appraisal ensuring the agreed level of service is provided to services users.
7. To maintain appropriate records, systems and procedures in accordance with service and regulatory requirements to monitor the effectiveness and quality of service provision.
8. To deputise for the Registered Manager when on annual leave.
9. Such other responsibilities allocated appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge

- Current Child care legislation including Care Standards Act, Children's Homes Regulations and Quality Standards
- Key issues relating to Looked After children and their families, particularly children with emotional and behavioural difficulties, adverse childhood experiences, trauma and attachment.
- Understanding of child protection issues, particularly within a residential setting
- Missing from care
- Sexual exploitation

Experience

- A minimum of 2 years' experience of working with young people in a residential setting
- Experience of writing and presenting reports
- Experience of working in partnership with parents, young people, social workers and other partner agencies

Qualifications

- NVQ Level 3 children and young people or Level 3 Diploma for Children and Young People Workforce or equivalent

Desirable:

Knowledge

- Team Teach/Maybo
- Restorative Justice
- Solution focused practice

Experience

- Previous management experience and supervision of staff
- Managing the complex needs of young people promoting placement stability
- Budget control and monitoring
- Current driving licence and access to a car or mobility support

Qualifications

- Level 5 Diploma in leadership and management of residential care (or working towards it)
- Management qualification



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences
Developing Teams and Individuals	Promotes and supports team and individual learning and development and uses delegation to create a sense of ownership of high level organisational issues, and encouraging individuals to stretch beyond their current capabilities
Managing Performance	Effectively manages the performance of teams and individuals to ensure results are achieved
Personal Impact	Is self-aware, learns continuously and adapts behaviour in response to feedback. Makes things happen, operates with resilience, flexibility and integrity
Making things happen	Empowers people to initiate change. Supports innovative ideas and new ways of working